

Zetron's Acom Serves at the Heart of Oslo's Gardermoen Airport



Zetron's Advanced Communication (Acom) system was recently chosen to equip Oslo's Gardermoen airport. Key factors in the choice were the system's functionality and ability to expand along with the growing airport.

In an era when the airline industry is often criticized for poor customer service and a lack of timeliness, Oslo's Gardermoen airport stands out as an exception. It has twice been named Scandinavia's most efficient airport and four times its most punctual.

To ensure that Gardermoen maintains these high levels of service, the airport recently constructed a new, state-of-the-art operations center that is among the most advanced in Europe. Serving at the heart of the communications center is Zetron's Advanced Communications (Acom) system. The system, which went live in late 2011, is providing the mission-critical reliability and functionality the airport requires to maintain its sterling reputation.

Oslo Airport, Gardermoen

Oslo's Gardermoen airport is the main domestic and international airport for Norway and is the second-busiest airport in the Nordic countries. It serves as a hub for Scandinavian Airlines and Norwegian Air Shuttle, and is a focus city for the regional Norwegian airline, Widerøe.

Gardermoen's service statistics are impressive. The airport provides flights to 26 domestic destinations and about 100 European and 7 intercontinental destinations. In 2010, more than 19 million passengers passed through the airport. Of those passengers, 8.6 million were domestic—making Gardermoen the sixth-busiest domestic airport in Europe.

Reliability, flexibility, capacity

It was through a competitive bidding process that Zetron's Acom emerged as the best system to equip Gardermoen's new control center. Price was a factor, but there were additional, compelling reasons Acom was chosen for Gardermoen.

For one thing, Acom had established a reputation for reliability and flexibility at airports, airlines and emergency control centers throughout the world where it had already been installed. Acom would also be able to integrate the multiple radio and telephony resources the airport requires to keep its complex operations running efficiently and on time. In addition, because Acom is highly customizable, it could be configured to meet the customer's exacting requirements.

Last but not least, Acom was able to provide the substantial capacity necessary to support a cost-effective expansion of Gardermoen as its traffic volumes grow and new communication technologies are deployed. This was an important consideration because of the of the airport's rapid growth in recent years.

Implementation

Once Gardermoen's system was chosen and shipped, it was installed with the help of Zetron installation partner and regional system integrator, TC Connect.

TC Connect configured the system to operate with the center's multiple brands of existing hardware, including Motorola radio equipment. They also worked with the center's staff to customize the Acom display screens.

The installation and all testing were completed, and the system went live in October of 2011.

The system at Gardermoen

Gardermoen's Acom system is now providing the high levels of integration, functionality and reliability the airport was seeking. The system combines into each operator console 27 TETRA, VHF and UHF radio channels and 60 PABX lines. This enables just three operators to handle many of the radio and telephone calls between the 13,000 people and 100 companies that work together to keep the airport open for business—even during the worst Scandinavian winters.

Because Acom is able to integrate a variety of tools and resources and present them on the console screens, it is now easier for operators to coordinate key elements of ground operations. This includes everything from power systems and other support systems to security, fire and rescue operations. The customized configurations of the console displays also enable operators to make decisions quickly, get the right teams and individuals talking, and keep the airport functioning efficiently.

'A highly capable solution'

The Acom system at the Gardermoen airport is proving itself every day. As a result, the customer has high praise for the system and those who deployed it.

"The customizable graphical user interface is one of the many strengths of the Acom system," says Gardermoen control-center project leader, Alf-Einar Larsen. "It means that each member of our staff can log on to a position and have information presented to them just the way they want it."

"The combined team of Zetron and TC Connect has delivered a highly capable solution," Larsen continues. "It will enable us to maintain and build upon our reputation for quality service to airlines and travelers, even as we set out on our latest expansion program."

Indeed, Gardermoen has already embarked on a project that will expand the airport's capacity to 28 million passengers per year. ■



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