



webMethods as achiever in the airline and airport management at Unique (airport Zürich AG)

Process automation

For some years a stronger orientation to process-oriented initiatives is taking place at the enterprises. Also plays SOA (service oriented architecture) an important role by the realization of process-oriented initiatives.

Unique, as operator of one of the most important airports of Central Europe - the airport of Zurich - recognized this tendency already some years ago and taking into account the different requirements, after having made a detailed product selection, decided to be the market leader of webMethods. Unique is responsible for the demand-oriented qualitative development of the airport of Zurich. Also the coordination of numerous airport partners is one of the major tasks of Unique.

This wide activity area requires the most different specific systems which must be closely connected with the central systems as for example SAP or ZEUS (Airport Operations Steering system).

Already after the short introduction time of webMethods systems and processes from numerous business areas were automated by means of the platform.

Extract from the automated processes:

- Flight data supply for Web and SMS services
- Flight data supply for the main display at the airport
- Supply of Key Performance Indicators (KPI) such as average duration and frequency of delays by takeoffs to the airport Operations Steering Committee
- Preparation of environmental data (pollutant emissions, noise) for the further analysis
- Supply of general data, such as luggage delivery or parking situation in the multi-storey car park
- Comparison of user data of different systems
- Configuration and use of services for the VoIP-based telephone set
- Comparison of entrance-related data (identity card management, space and time zones, parking authorization) - concerning the whole airport area - between SAP and the involved entrance control systems
- Measurement data transfer (e.g.: with regard to the electricity, water supply, heating and disposal) and route data between mobile devices and the central facility management system (bidirectional)

Taking into account the automation of numerous critical business processes the webMethods represents a central architecture component within the Unique.

Qualysoft supports Unique in realization of numerous processes in all branches, such as modeling, automation, monitoring and optimization of business processes. Besides, an essential point is a comprehensive and process-oriented consideration of the requirements reduced not only to technical aspects.

Exemplary webMethods "achiever" at Unique

By means of supply of KPI data to the "Airport Operations Steering Committee" arranged newly at that time (which consists of representatives of the most important airlines and handling agents, as well as of decision makers of Unique) it became possible to react on the rising number of delays actively. In the international airport ranking a considerable improving concerning the average delays could be reached within the shortest time.

An interesting realization also shows the providing of VoIP services and the following integration of it in the Unique Intranet with the help of webMethods by which the "single sign-on" strategy was sped up by Unique.

Another important step in the qualitative development of the airport of Zurich made by webMethods is the replacing of the split-flap display by an electronic display. Thereby the flight data could be made available for the airline passengers in an informative and more detailed form. Also the Web-users and the users of the SMS notification service receive the actual flight data or multi-storey car park data by webMethods.

Technology

EAI Platform: webMethods 6.5

Applied development methodologies: webMethods Gear (Gather, Explore, Assemble, Roll out)

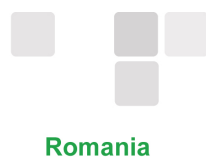
EAI / BPM references

COLT Telecom, T-Mobil Hungary, Voest alpine, OMV, Petrom, Roche



Germany

Hungary



Romania

Serbia



Slovakia

