



OPTIMAL CUSTOMER SERVICE THANKS TO A CENTRALIZED, SECURE INFRASTRUCTURE

AÉROPORT DE LYON SAINT-EXUPÉRY

With three terminals and two runways, Lyon Saint-Exupéry Airport covers an area of 2,000 hectares (5,000 acres) and is managed by Aéroports de Lyon.

It has a handling capacity of around 9.6 million passengers, and ranks as the fourth largest airport in France, behind Paris-Charles-de-Gaulle, Paris-Orly and Nice Côte d'Azur.

Forecasts predict traffic approaching 15 million passengers in 2020 and projects are currently underway to extend the airport.

CHALLENGES

The business of this major airport demands continuous service, so a new installation had to be capable of being installed without causing any interruption, and within the planned deadlines.

With the volume of communications and applications constantly growing, it was also very important to maintain reasonable operating costs (without increasing staff costs).

PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX® Enterprise Communication Server

Alcatel-Lucent IP Deskphone

WHY ALCATEL-LUCENT ENTERPRISE

The robustness and reliability of Alcatel-Lucent Enterprise products were key criteria in the choice of the solution. Being able to guarantee no disruption and offer uninterrupted service was also essential. In addition, our partner SYBORD, an associate of RESADIA - which was awarded the UGAP telephony systems contract along with Alcatel-Lucent Enterprise - set up a dedicated team to provide 24/7 service.

Location: France

Business sector: Transportation

Number of telephones: 1500

Implementation date: 2014

Commercial partner: SYBORD/RESADIA



BENEFITS



TECHNICAL

Telephony services are centralized on a redundant OmniPCX® Enterprise communications server, which simplifies administration.



FINANCIAL

Operating costs have been reduced by centralizing telephony.



USER EXPERIENCE

Airport staff are assured of being able to communicate without interruption, and so to offer optimum service to their customers.



“Fluid, always-available communications are prerequisites in an airport where all services need to be constant and immediate. The Alcatel-Lucent Enterprise solution supported by the maintenance team ensures that we can offer our customers optimal quality of service.”

Nathalie Rebuffet, Telecom/ICTN Project Manager, Aéroport de Lyon Saint-Exupéry.