

DELIVERING BEST-OF-CLASS OPERATIONAL EXCELLENCE

Airport System integration driving optimized processes and systems enhance productivity by over 25% with regard to relative benchmarks.



INDUSTRY LANDSCAPE

The Indian aviation industry has witnessed impressive growth during the past few years, with major contribution from the civil aviation segment. To create world class airports, the government has recognized the need for the involvement of private players in the development of airport infrastructure, along with adoption of open sky policy. This has resulted in the entry of several new privately owned airlines and increased frequency/flights for international airlines.

- Domestic air passenger traffic in India is estimated to surge 19 percent more in 2011 than 2010.
- With 63 airlines, 24x7 operations and 5.4 million sq. feet area, Delhi's IGI airport is the busiest airport in the country at present, handling an average of more than 850 flights per day.

THE OPPORTUNITY

DIAL, the Delhi International Airport (P) Ltd., a joint venture consortium, led by India's GMR Group and Airport Authority of India envisioned the development of a new integrated terminal (T3) with an ultimate passenger capacity of 100 million passengers per annum and a cargo capacity of 3,600 tons per annum by 2026. DIAL and Wipro along signed a 10 year contract to form a joint venture consortium, Wipro Airport IT Services Ltd, (WAISL), that would transform Terminal 3 into a truly world class airport through the use of Information Technology. DIAL's expectation was to reduce passenger exit time after touchdown to less than 45 minutes for 95% of the passengers using Terminal 3.

CLIENT BACKGROUND

For DIAL, a first-of-its-kind green field airport project, creating world-class passenger experience has been a critical goal that has helped shape its plan to get state-of-the-art infrastructure in place, ably supported by a reliable and sound technology platform at the backend. DIAL needed a technology partner with a global exposure and the capability of handling the complex requirements of a green field international airport that would eventually handle 100 million passengers a year. WAISL (Wipro Airport IT Services Ltd), consortium of DIAL and Wipro, embarked on a green-field project that involved upgradation of existing IT operations at Delhi International Airport, including domestic, international and cargo operations, handling 26 million passengers per annum. Delhi International Airport is the fastest constructed airport in the customer category of 34 million passengers and has been rated as No. 3 in the world in the same category. Having won the "British Construction Award", T3 terminal is one of the best airports in the world with Wipro Airport IT Services providing best-in-class service delivery and airport systems.

"Wipro has been involved right from the conceptualization and design stage to implement IT systems and solutions at IGIA. Building a scalable and flexible IT setup to manage rapidly evolving requirements for a green field project is a tough task. But Wipro delivered globally 'best-in-class' customer experience for all stakeholders, exceeding service quality targets by leveraging expertise in IT to implement global best practices."

**-Mr. Sivaram Tadepalli,
IT Advisor DIAL.**

SOLUTION

Wipro Airport IT Services Limited implemented best-in-class information technology solutions for critical airport operations, including flight management, terminal management, ground handling and property management. The project resulted in a significant change in the IT operating environment and service levels. The consortium conceptualized key IT architecture in aviation outsourcing, techno-operational and lean sigma quality processes. The solution was based on an integrated fabric that could seamlessly orchestrate the real-time Information technology service requirements of one of the world's largest airport terminals. The solution comprised the following:

- Implemented unique airport systems, like Common User Terminal Equipment (CUTE), Flight Information Display System (FIDS), Public Address and Voice Alarm System (PAVA), world class security level and standards.
- Migrated all the existing systems from T1 to T3.
- Multi-platform, multi-vendor environment: Implemented asset from various vendors and integrated all of them.
- Implemented Multi-faceted Airport Operations Control Center (AOCC) environments
- WAISL adhered to non-negotiable minimum service level standards prescribed by regulator and implemented multi-faceted Airport Operations Control Center (AOCC) environments.

The Green-field engagement has delivered business-IT alignment for DIAL by combining leading airport solutions with Wipro's strong practices of governance, process excellence and integrated service delivery.

BUSINESS IMPACT

The business benefits are in line with DIAL's objective of creating a world class infrastructure and passenger support system.

- Airport System integration driving optimized processes and systems enhance productivity by over 25% with regard to relative benchmarks.
- The consortium used its domain expertise to put in place a core Airport IT systems. This has resulted in efficient services while reducing the cost of system management by 25%.
- Aligned IT benefits and achieved \$2 Million cost savings using high availability and assured service levels of Airport IT with tools-based delivery and measurement.
- Ensured 24x7 availability of systems, IT services, processes, infrastructure and building management systems.
- Delivered seamless world class, end-user experience by maintaining high levels of scalability, availability and flexibility.
- Minimized impact of change on end-users and minimized direct OEM dependency.

Wipro Airport IT Services Ltd was able to address the interests of a heterogeneous group of stakeholders including Government of India, Airport Authority of India (AAI), GMR Group, airlines, passengers. The consortium delivered on its expectations even while working with DIAL under challenging employee transition scenarios. Needless to say, Wipro as DIAL's IT solution partner has been highly successful in managing operations from Day 1 of the commissioning of DIAL's T3 terminal.

WAISL , with the domain expertise of Core Airport IT systems, delivered services to the client allowing them to do business better by reducing the cost of system management by 25% and resulting in better customer experience (ASQ rating).

About Wipro Technologies

Wipro Technologies, the global IT business of Wipro Limited (NYSE:WIT) is a leading Information Technology, Consulting and Outsourcing company, that delivers solutions to enable its clients do business better. Wipro Technologies delivers winning business outcomes through its deep industry experience and a 360° view of "Business through Technology" – helping clients create successful and adaptive businesses. A company recognised globally for its comprehensive portfolio of services, a practitioner's approach to delivering innovation and an organization wide commitment to sustainability, Wipro Technologies has 120,000 employees and clients across 54 countries.

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