

One Platform, Total Control: Transforming Airport Operations

AMBITION

A **global leader in building technologies** recognized that modern airports operate as highly complex, always-on ecosystems. Facility and security teams manage HVAC, power, lighting, safety, and security systems — each operating in isolated silos.

This fragmented environment limited visibility, slowed response times, and increased operational risk. The ambition was clear: **unify critical airport systems into a centralized, intelligent platform that enabled real-time monitoring, automated response, and regulatory compliance through a single operational view.**

To achieve this, the organization aimed to:

- **Unify disparate systems:** Bring security, facilities, and environmental controls into one platform.
- **Enable real-time intelligence:** Detect faults early and respond before they impact operations.
- **Improve compliance and operational efficiency:** Enhance reliability while meeting strict safety and regulatory standards.

ACTION

To deliver this integration, the client partnered with **Wipro Engineering – Connected Services**. Simply aggregating data was not enough — the system needed to actively support operational decision-making. Wipro designed and deployed a unified command-level dashboard that brought every critical subsystem into one intuitive interface:

- **Unified Command Center:** Integrated previously siloed physical security systems, including CCTV, fire alarms, and access controls, into a single dashboard for security and compliance teams.
- **Intelligent Maintenance:** Connected core enterprise systems such as SAP with proprietary tracking tools, enabling real-time repair estimation and end-to-end maintenance tracking.
- **Automated Issue Resolution:** Implemented fault detection and performance monitoring to track system uptime and energy efficiency, automatically triggering maintenance and resource allocation when anomalies are detected.

AMBITIONS REALIZED

By replacing fragmented tools with a single, authoritative platform, **Wipro Engineering – Connected Services** changed how facility and security teams operate — moving airports from manual response to system-driven decision-making.

The Business impact:

- **Faster incident response**, with real-time alerts enabling teams to resolve issues before operational disruption.
- **Optimized maintenance operations**, driven by automated scheduling and intelligent work tracking.
- **Improved safety and compliance**, with centralized visibility across security and environmental systems.

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