CASE STUDY

ESP is the natural choice as Birmingham Airport consolidates the support of their Airport Operational Systems


Breaking with the traditional approach Birmingham Airport has consolidated the support of their Airport Operational Systems into a single model. Success of this project hinged on finding a support company who understood the aims of the airport and had relationships with the system's providers. ESP was the natural choice.

About Birmingham

Birmingham Airport serves a key role as a major contributor to economic activity and regeneration in the West Midlands and the wider Midlands region. The Airport provides access to air travel for a catchment area of some 8 million people living within 1 hour travel time and 36 million people living within 2 hours travel time. For business, commerce and industry, the Airport provides access to new and wider markets.

Birmingham Airport's current throughput provides for 9 million passengers annually for both domestic and international flights. There is scope for this to grow to 18 million passengers by 2020.

Birmingham Airport is currently undergoing a large capital investment programme comprising of upgrades to their runway with a replacement Air Traffic Control tower forming the major basis of this. In addition to the capital investment programme Birmingham Airport has commenced the replacement of key elements of their Airport Operational Systems including a visionary approach to systems support.
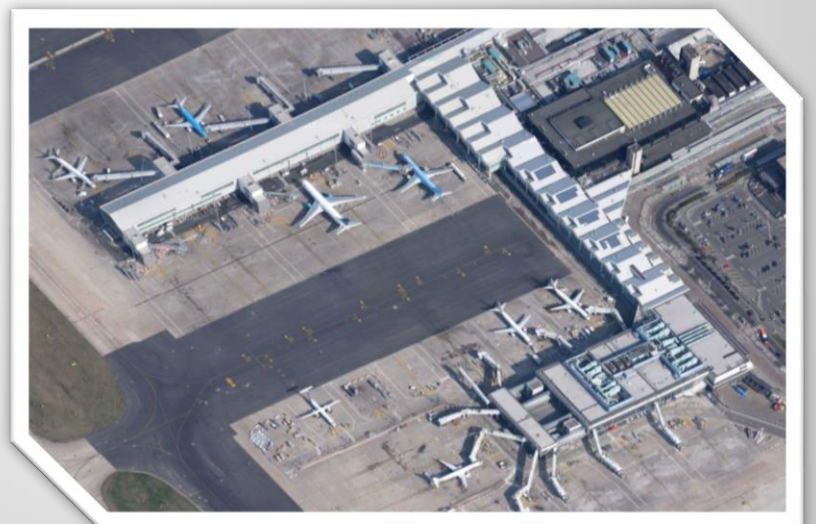
The Solution

Birmingham Airport Limited has signed a 5-year contract with ESP to provide support services for its operational IT systems including check-in, self-service and public flight information display systems. Breaking with the standard approach to constructing these agreements Wayne Smith, Head of Information Services at Birmingham Airport, has taken an innovative approach to structure the supply of services differently.

"Traditionally, airports would enter into a contract with a system supplier who would then sub-contract to an on-site support provider. If you look at the key IT systems of check-in, baggage, and flight information systems, you could end up with multiple support companies", Wayne explains. So his approach on this occasion was to contract with the software suppliers for the systems and to initiate a direct relationship with a single on-site support company, ESP.

"We not only see economic savings by consolidating the support services into a single supplier, but we have also been able to group other operational activities into the agreement as well, setting up a single point of contact for all airport systems".

Birmingham Airport is in the middle of an expansion project that includes a new Control Tower and a runway extension. "Whilst the airport is investing in future expansion it also needs the supporting IT systems to enable the growth to be seamlessly managed", Wayne says.

"We needed to select the right company that understood the airport aims and was willing to work with us to achieve those aims. Although we can build many elements of flexibility into the contract, it is impossible to define every future condition that may occur. It is therefore essential to select a company that accepts an element of flexibility and takes a pragmatic approach. ESP were the natural choice for us. They already had seven years of providing support at Birmingham and as the preeminent provider of IT support to

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airports and airlines in the UK and Ireland have the proven track record to support our expansion."

Darren Richardson, MD of ESP Global Services, says, "Wayne has demonstrated visionary leadership of IT at Birmingham Airport and ESP are delighted to be able to support him in taking a different approach".

He goes on to say that, "ESP sees many airports following the BHX lead and adopting a single source for airport systems support. We are in a unique position of having multi-skilled on-site teams located across the country and our highly tailored service management tool that supports all aspects of the ATI business. This new support model is a perfect fit for us."

Smith also points out that, "ESP have relationships with all of the key airport IT system providers which was key to their selection. Of course we also needed those providers to work with our new structure of contracts and we were pleasantly surprised to see that the system providers were willing to work with this new approach."

Smith summarises, "The partnership with ESP gives us the operational ability to support the future growth of services from Birmingham Airport and we are both looking forward to working together".

About ESP

ESP is trusted by global organisations to deliver tailored IT support and infrastructure solutions wherever they operate from around the world, 24/7.

We have added value to our customers for over 20 years by listening to their needs and proactively delivering the service they want.

Experience-led, lean solutions are developed using a combination of deskside support, our IT Service Desk and specialist repairs and logistics centre, all coordinated by our toolset built on innovative technology and hosted from our highly resilient datacentre.

That is why we are the preeminent ATI support organisation in the UK and the default go-to for many multinational companies on a global scale.

Since we were established in 1992 to offer bespoke managed IT support services, an unparalleled drive to build support solutions that deliver exactly what our customers want has permeated our ethos.

ESP today is a formidable player in the global outsourced IT industry providing desk-side support and smart-hands resource. We boast locations across the UK and Ireland and regional Service Delivery hubs in Hong Kong and Trinidad to give you a point of contact within your working day wherever you are in the world. We support more than 100,000 devices in over 110 countries using a combination of direct employees and our Global Service Network of like-minded partner companies. Our purpose-built headquarters in the UK hosts a specialist infrastructure that forms the epicentre of our global business by coordinating the complexities of delivering global service so our clients experience a consistent touch-point, uniform levels of service and blended pricing irrespective of location.

Running 24x7, our IT Service Desk is the primary point of contact for all clients and runs a toolset inspired by our customer-centred philosophy, underpinned by innovative technology. End-to-end spares resourcing managed side-by-side with the Service Desk and our own highly skilled repair centre completes the cycle.

As we look to the dynamic changing face of IT services into the future, the "can-do" culture at ESP nurtures the development of other services to support our clients, freeing us from the normal constraints of a service company and allowing us to grow with our customers in a mutually beneficial partnership.

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