Transforming & Managing a High-Performance Network for Asia's Top 5 Fastest Growing Airlines

CLIENT

The Customer is India's largest airline by passengers carried topping at over 64 million and one of the fastest growing commercial fleets in Asia. They have rapidly grown since their inception in 2006 and over the last decade have started operations in almost all the 60+ airports across the country and have also expanded operations internationally in the South-East Asia region

>>> CHALLENGE

The growing presence & operations in region and expansion of customer base brought with it the following challenges:

- The challenge of continued improvement in operational efficiency and performance as well as ensure customers have the best passenger experience.

- They had an aged network infrastructure designed and implemented about a decade back – creating the need for transformation into a high-performance network creating a robust backbone for the operations.

- They were also going through a business transformation that required their operations to be split into different business entities

⟫ SOLUTION

Addressing each of the customer's three main challenges required a different approach.

- Setting up a state-of-the-art Centralized NOC, onsite due to compliance & regulatory requirements.

- Ensure mission critical network connectivity for 65 + Airport & ATC sites with high availability networks complying to stringent SLAs for both LAN & WAN was implemented.

- Streamlining & standardizing the service management processes

- Network Transformation: 2 solutions were designed & deployed by Microland

  - Fortinet based SD-WAN solution across all their 65+ Airport and Cargo sites – to ensure a fast configurable, scalable & secure WAN network.

  - Upgrading the customer's wireless networks across the airport sites from Ruckus based Wi-Fi to the Cisco based wireless network.

The Wireless Networks upgrade was undertaken to enhance the connectivity & performance of their Baggage Reconciliation System (BRS), which ensured that every passenger's baggage is scanned & tagged through a handheld scanning device, to load and unload into the right aircraft at the right time from airlines central system. This has ensured that customer's operations efficiency in baggage handling is now rated as the best in the country for delivering the right bag to the right passenger at the right airport.

Apart from these, there are a multitude of compliance requirements that needs to be met for the Airline industry. Microland implements projects for enhancements & deployments to address these changing compliance requirements.

»» OUTCOMES

Microland has been able to address and mitigate the challenges faced by the customer by:

- That allowed them to scale operations more efficiently during the ongoing Covid-19 pandemic which has impacted the passenger & aircraft traffic

- Setting up & managing of a wireless network that enhanced running of Baggage Tracking & Reconciliation System resulting in higher efficiency & passenger satisfaction.

- Running complete network operations across all their mission critical network infrastructure & meeting 99.99% network availability achievement round the year.

90+
Destinations

1,500+
Daily Flights

60 Million+
Passengers

About Microland

Microland is a pioneering IT Infrastructure services and consulting company headquartered in Bengaluru, India, with a proven track record of delivering tangible business outcomes for 35 years. Today, as enterprises recognize that networks underpin the functionality and efficiency of modern digital systems and support innovation, we provide next-generation technologies such as AI, automated operations, and platform-driven solutions – which drive operational excellence, agility, and productivity for organizations worldwide. Our team of over 4,600 experts delivers services in over 100 countries across Asia, Australia, Europe, the Middle East, and North America, offering cutting-edge solutions in networks, cloud, data centers, cybersecurity, services management, applications, and automation. Recognized by leading industry analysts for our innovative strategies, Microland is committed to strong governance, environmental sustainability, and fostering an inclusive workplace where diverse talent thrives. When businesses work with Microland, they connect with the best talent, technologies, and solutions to create unparalleled value. For more information, visit www.microland.com

Lear more about us at:
www.microland.com