

Cleared for take-off: Modernising communications for a major gateway airport

The challenge

The client, a major international gateway airport, faced the challenge of modernising its communication infrastructure to enhance operational efficiency and customer experience. The airport sought a hybrid-cloud solution to reduce management overhead and ensure redundancy. So they approached Natilik, a trusted partner, to guide them.

The client's existing on-premise Cisco Unified Communications and Contact Centre systems were becoming increasingly difficult to manage and lacked the flexibility needed for future growth. The airport aimed to achieve a seamless migration to a hybrid-cloud environment, ensuring minimal disruption to critical operations. However, they needed to ensure their new solution integrated with legacy systems, ensured high availability, and provided a robust disaster recovery plan.

The solution

Natilik proposed a solution centered around Cisco Webex Calling and Webex Contact Centre. The solution included:



Webex Calling Dedicated Instance (DI):

Deployed for terminal telephony, providing a private-cloud hosted Cisco Unified Communications solution. This ensured support for legacy devices and simplified migration from the existing on-premise system.



Webex Calling Multi-Tenant (MT):

Used for staff and retail devices, offering a full-cloud telephony platform accessible via the internet.



Webex Contact Centre (WxCC):

Replacing the on-premise Cisco Unified Contact Centre Express (UCCX), providing a cloud-based contact centre solution with integrated call recording and quality management.



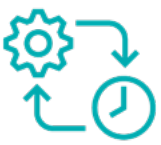
Workforce Optimisation (WFO):

Enhancing agent performance through historical data analysis, call recording, and quality evaluations.

The outcome

The successful implementation of the hybrid-cloud solution resulted in several key outcomes for the international gateway airport:

Enhanced operational efficiency with reduced management overhead



Transitioning to a hybrid-cloud model streamlined communication infrastructure management. Webex Calling Dedicated Instance (DI) enabled seamless terminal telephony management, while Multi-Tenant (MT) supported staff and retail devices. The cloud-based Webex Contact Centre (WxCC) eliminated extensive on-premise hardware maintenance, allowing the IT team to focus on strategic initiatives.

Improved redundancy and disaster recovery capabilities



The hybrid-cloud solution ensured high availability with geographically dispersed data centres, reducing communication outage risks. Webex Calling DI supported legacy devices for terminal telephony continuity during disruptions, while WxCC offered automatic failover and real-time data replication to maintain passenger and operational call handling.

Seamless integration with legacy systems



Natilik designed a solution that integrated with the airport's existing Cisco Unified Communications and Contact Centre systems. This allowed the airport to maintain legacy device functionality while gradually adopting cloud-based solutions, ensuring minimal disruption and continuity of critical operations.

Enhanced user experience for staff and passengers



Webex Calling and WxCC introduced user-friendly features, improving staff communication with mobile access, remote work support, and seamless call transfers. Passengers experienced faster response times, better call quality, and integrated call recording. Workforce Optimisation (WFO) tools empowered contact centre agents with data-driven insights for personalised, high-quality support.