



KEEPING AIRPORT TERMINALS FLYING AMID MASSIVE RENOVATIONS



Customer Challenge

It's no mystery that airports will undergo major renovations in the coming years. But those airports must also embrace digital transformations of critical airport infrastructure from legacy networks to state-of-the-art technology that's future-proof, secure, and reliable.

ConvergeOne has become a key technology provider in several large-scale airport projects including JFK International Airport (Terminal 4) and LaGuardia Airport Terminal B. ConvergeOne has the comprehensive team, toolkit, and technologies that has made it more than just another vendor. Instead, ConvergeOne has become a proactive, responsive, and trusted advisor throughout a project's lifecycle and beyond.

Unlike other technology providers, ConvergeOne is not beholden to just one vendor. Rather, the firm is vendor agnostic and can choose among many technologies to ensure customers are running on a reliable and secure network infrastructure.

Results

ConvergeOne is the go-to network technology provider for the \$4B redevelopment of Terminal B at LaGuardia Airport managed by LaGuardia Gateway Partners (LGP), which involves tearing down a

50-year-old terminal and building a new 1.3M square-foot terminal—all while keeping up to 31 gates running smoothly. Advanced fiber optics with Passive Optical Technology expands across the entire campus, supporting critical systems, such as building automation, kiosk and check-in counters, baggage handling, digital signage, and all airline connectivity.

New York's John F. Kennedy International Airport handles nearly 62 million annual passengers and generates more than \$51 billion in sales. In particular, the airport's Terminal 4 is managed by JFK International Air Terminal (JFKIAT), the first privately operated in the United States. Terminal 4 is the largest terminal within the airport, and it requires state-of-the-art voice and data infrastructure and redundant Internet service that is monitored 24/7 every single day of the year. "As part of our Technology Transformation program, we turned to our long-term partner ConvergeOne to upgrade our voice system to a next-gen telephony platform to improve the resiliency and availability across our data centers, but also to ensure that the solution can scale for future expansion at JFK Terminal 4," said Stephen Tukavkin, VP IT & Digital, JFKIAT.

That in-depth knowledge and understanding of the challenges of a massive airport renovation have uniquely positioned ConvergeOne to be a partner in what could likely become a long run of airport renovations in the coming years.





The ConvergeOne Solution

ConvergeOne became the support team for not only airline operations, but for all of the back-end support companies that make the airport run—from the firms that handle baggage handling and refueling of planes to the gift shop and trendy restaurants inside the terminal. The airport management company, LaGuardia Gateway Partners, leases all of this real estate to these businesses, and as a result, ConvergeOne becomes the go-to network provider that allows them to do business and reach out to the rest of the world.

“ConvergeOne offers a fresh, innovative perspective, reflective of what is happening in today’s network technology environment, and has been a key strategic partner in the design, implementation, and support of the LaGuardia Terminal B redevelopment,” said Edward D’Angelo, Director, Information Technology, LaGuardia Gateway Partners.

ConvergeOne partnered early with top manufacturers for creative, dependable, and cost-effective solutions. For instance, ConvergeOne teamed up with manufacturer Corning Inc, Optics to build “pre-connectorized” fiber inside its factory. Ultimately, it allowed ConvergeOne to better protect fiber from harsh construction conditions and to avoid field labor errors and high costs. Ultimately, this translated to low error rates, highly successful test results, and provided a significant savings for both ConvergeOne and the customer.

ConvergeOne has emerged as a trusted advisor to provide safe and dependable technology solutions from conception to design to implementation —oftentimes through sensitive and challenging implementations—including renowned, high-touch and on-site post installation managed services.

ConvergeOne stays after the dust settles and the backhoes go silent. Once construction is complete, ConvergeOne provides white glove managed services of the airport’s critical voice and data network. The ongoing management of the network doesn’t involve risky knowledge transfer because ConvergeOne has integrated technology, management and subject matter experts on its team.

ConvergeOne brings a team experienced not only in airport network operations but also in real estate, retail, and entertainment sectors. That can be vital to assure the successful integration of complex and diverse systems onto a single network, as airports manage hundreds of airlines, restaurants, shops and terminal services. ConvergeOne builds a single seamless digital network that all of these vendors ride upon, and one that can connect to a broad range of technologies and systems, such as Unified Communications, AV, building automation, point of sale, security systems and other airport operations. The network allows for modular connectivity, long term security, reliability, and adaptability.



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