

# case study



## **Brussels Airport Specifies an Integrated Building Management Solution in Interest of First Class Service Delivery**

Airports demand uptime. First class service delivery is dependent upon regulatory compliance and technical installations being operational 24/7. At Brussels Airport an integrated building management solution delivers real time monitoring and control of 13 vital sub systems. It combines

with a strong, responsive maintenance capability to deliver customer satisfaction.

## **Honeywell**

# Security, passenger comfort & productivity

## THE CUSTOMER

Brussels Airport is operated by The Brussels Airport Company. It is one of the most modern airport buildings in Europe. A growing transport hub, it registered 15.6 million passengers in 2004\* and a 10%\* increase in cargo volume. Some 70\* airlines serve 170\* destinations from it.

Pier A, with 31 passport-free EU gates, is testimony to its growth ambition. Indeed the current facility has the capacity for 30 million passengers. This ambition is matched by a huge investment in airport operations: Europe's fastest and most modern luggage system; a new control tower and new rail links – a TGV station (2011-2012) and the Diabolo project building high speed connections to Belgium's bigger cities.

Pier B is dedicated to long-distance international flights.

In 2004 Brussels was voted third best airport in Europe in respect of quality, service delivery and customer satisfaction.

## THE ISSUE

The Brussels Airport Company faced a dilemma; how to increase security, passenger comfort and productivity yet reduce costs over time. It wanted a solution that would fulfill its vision for the future, rather than a 'here and now' technical spec.

Regulatory compliance was another vital consideration.

Management wanted a central point of control for all its airport systems; it wanted to be able to see the 'big picture' at any point in time and to know that, in the event of any issue or breakdown, a competent, responsive maintenance team would be on hand to ensure a quick fix and business as usual.

The plethora of technical issues and requirements – a function of the number of different stakeholders sharing the same space – called for an integrated building management solution and a central help desk for all maintenance issues.

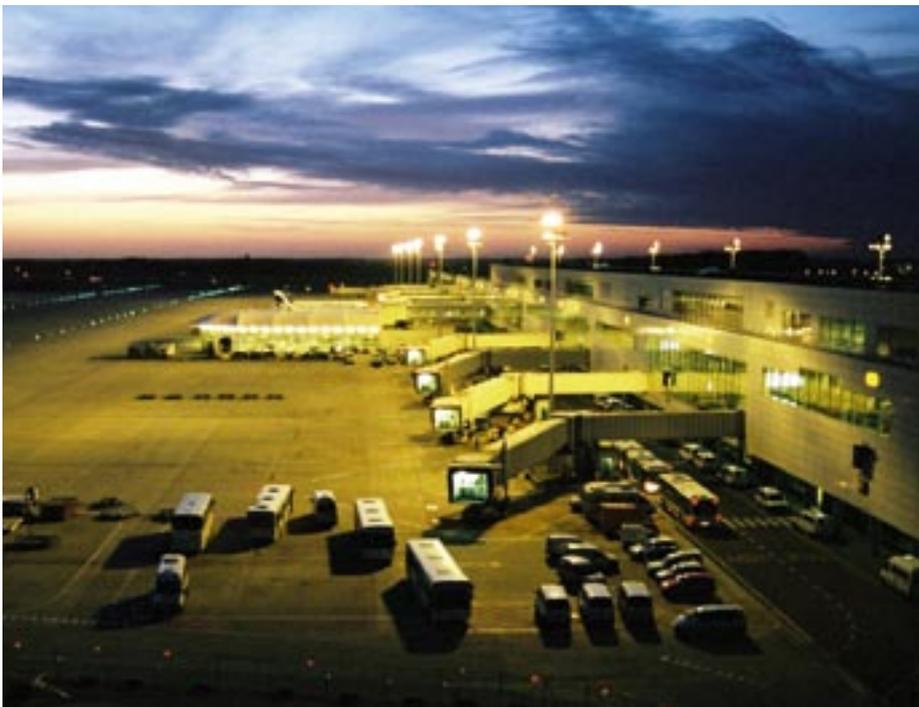
It wanted a supplier that could provide both.

## THE HONEYWELL SOLUTION

Drawing upon its proven 'airports expertise', Honeywell developed a bespoke central platform – an Airport Management System (AMS) – to supervise 13 different Honeywell and third-party building, security, life safety technical airport management subsystems. This provides an enterprise-wide view and, through one access point, pulls together all the real time and historical data needed to drive productivity and efficiency across the airport:

### Airport Management Systems (AMS) – 13 Subsystems supervised

<b>GTA:</b>	Air Conditioning
<b>GTB:</b>	Boarding Bridges
<b>GTD:</b>	Docking & Guiding System
<b>GTE:</b>	Electricity
<b>GTF:</b>	Fire Fighting
<b>GTH:</b>	Baggage Handling
<b>GTI:</b>	Fire Detection
<b>GTM:</b>	Mechanical – Lifts & Escalators
<b>GTO:</b>	Catchment Area (By Storm)
<b>GTR:</b>	PCA & 400 hz Remote Platform
<b>GTS:</b>	Access Control & CCTV
<b>GTX:</b>	X Ray
<b>GTZ:</b>	Pre Conditioned Air (Planes)



**Honeywell technology also masterminds key airport (sub) systems:**



**Climate Control:**

Heating, ventilation and air conditioning throughout Piers A and B, boarding bridges and the terminal building is monitored and controlled by 350 Honeywell controllers, 98 multi controllers and 2000 IRC controllers. Honeywell technology also smoothes the temperature transition between pier and aeroplane and delivers clean air to all docked aircraft.

**Video Docking Guidance:**

This facilitates efficient docking. Digital video cameras track the movement of all incoming taxiing aeroplanes. The system automatically detects the aircraft's profile and alerts the flight commander to any adjustments required for 'right first time' docking.

**Boarding Bridges:**

Honeywell technology also manages efficient operation of the boarding bridges and reports alarms, defects and status to the AMS.

**Fire Protection:**

Our fire protection system supports life safety management. It controls sprinklers and smoke curtains.

**Airport Management System:**

With all buildings and installations categorised by zone, this bespoke central platform ensures any fault is quickly pinpointed and prioritised.

**Help Desk:**

All maintenance issues are fed through the Honeywell-manned Help Desk which operates in accordance with ISO9002-certified procedures. Metrics benchmark every system and support a disciplined approach to driving performance improvement.

**BUSINESS BENEFITS**

The Brussels Airport Company manages an airport that is safer, more secure, more comfortable and energy efficient and more productive.

“We require high quality and remarkable technical performance”, says Roger Cnop, VP Infrastructure and Facilities. “Although the airport is a complex whole with many technical and human activities, it is very important that we are able to measure each activity. The quality of Honeywell technology and the competence of its people enables us to do this”.

**Key Benefits:**

- Integrated Airport Management System
- Measurable performance improvement
- Single point of control
- Responsive and competent maintenance delivery
- Real time and historical reporting
- Increased comfort and security
- Regulatory compliance
- Protects long term investment

---

“...it is very important that we are able to measure each activity. The quality of Honeywell technology and the competence of its people enables us to do this.”

---



The ability to see malfunctions on line and in real time ensures a quick fix by the Honeywell maintenance team – three permanent technicians and two engineers backed by another seven ‘on call’ technicians who, together, deliver 24/7 cover. They fixed 42,000 issues in 2004!

The Brussels Airport Company and Honeywell have enjoyed a 12 year partnership. Over that time the number of calls to the Help Desk has increased almost 400%, testimony to the confidence the customer places in Honeywell. The real measure of customer satisfaction is, however, the fact that the company has signed another ten year agreement with Honeywell Belgium.

Philippe Moucheron, Honeywell site supervisor, says: “With so many vital subsystems, an integrated building management system was an absolute. It gives the Help Desk a good overview and, from this, quickly alerts us to any alarm, anywhere on site.”



## **Honeywell Building Solutions**

EMEA HQ

Honeywell House

Arlington Business Park

Bracknell

Berkshire RG12 1EB

Tel: +44 (0)870 600 1659

[www.honeywell.com](http://www.honeywell.com)

[www.honeywellbuildingsolutions.co.uk](http://www.honeywellbuildingsolutions.co.uk)

HBSCASE124  
November 2006  
© 2006 Honeywell International Inc.

# **Honeywell**