



## Airport employees make global connections with BlackBerry Solution

Munich Airport is the second largest airport in Germany, after Frankfurt, and number seven in Europe. Every day, an average of 90,000 passengers travel through the Airport and with more than 27,000 employees working for the companies based at the airport, "Bavaria's Gate to the World" is one of the region's most significant employers. In such an international environment and on the vast premises of an airport, it is crucial for a considerable number of employees to be able to work more flexibly.

### The Challenge

A significant proportion of the staff at Flughafen München GmbH, the airport's official operating company, are mobile workers. They are frequently away from their desks, either working on the ground in the airport, elsewhere in Germany or across the world. Reliable and real-time communication with their office, partners and clients is essential.

To ensure communications run as smoothly and fast as possible, Flughafen München GmbH needed a solution that could be easily and flexibly deployed in a number of areas. It also needed to go beyond the standard features of a mobile phone: email and access to enterprise data and business solutions was mandatory. Finally, a high degree of data security and reliability rounded off the company's requirements.

### The Solution

After researching and comparing various smartphone options, Flughafen München GmbH selected the BlackBerry® solution due to its high standard of security.

"What convinced us was the deployment of the Java platform and its excellent protection and security," explains Reiner Ahle, Head of Communications at Flughafen München GmbH.

### Benefits

Availability of mobile staff

Highest security standards

High reliability and enhanced management of all components of the BES infrastructure through holistic monitoring and management software

Easy and cost-efficient implementation



The BlackBerry® Enterprise Server was also an attractive feature of the solution as it allows for easy administration of the entire infrastructure. With the considerably high numbers of BlackBerry® smartphones in use – Flughafen München GmbH uses several hundred – this is a key benefit.

To tailor the solution to the needs of the company, Flughafen München GmbH introduced a monitoring- and management solution called B\*Nator from ISEC7, a BlackBerry® Elite Alliance Partner. The platform-independent and web-based monitoring software guarantees fast failure detection and recovery, and speeds up time-consuming administrative processes such as automatic user migration and integrated firmware upgrades. User self service and helpdesk support as well as remote and controlled access to individual smartphones is available. The B\*Nator application also offers a unique cost control feature to keep track of all data traffic generated by BlackBerry smartphone users.

First, several IT-related, non IT-related and frequently travelling staff members were equipped with BlackBerry smartphones. The solution quickly proved it would meet all demands and soon about 500 employees received a BlackBerry smartphone to work with.

## The Benefits

Thanks to the push technology and the steady access to email, enterprise-, web- and organizer data as well as the optimised administration of the entire infrastructure with B\*Nator, productivity and efficiency within the company has been seen to increase considerably. "The deployment of the BlackBerry solution has paid off already after a short period of time," states Ahle.

Besides the stable infrastructure and high security standards of the BlackBerry solution, the ease of use of the handsets has played an important role: "There was no need for any specific training of our staff," explains Ahle. "Our employees also value that they have a choice between devices with a full QWERTY-keypad or ones with Sure-Type technology."

"For us, the BlackBerry solution is the ideal communication solution. The smartphones as well as the BlackBerry Enterprise Server infrastructure fulfil the high demands we have regarding security and reliability. It also guarantees the efficient organisation of our mobile work force," he comments.

Employees save a lot of time with mobile access to their email and important business data and regard the smartphones as a real enabler for their daily work. Being able to respond more quickly to partners and clients can now start to have a positive impact on service levels for Flughafen München GmbH.

[www.blackberry.co.uk/casestudies](http://www.blackberry.co.uk/casestudies)

"For us, the BlackBerry solution and B\*Nator are the ideal combination of communications and management. The components of the BES infrastructure as well as B\*Nator fulfill our high demands regarding security and reliability; ensure efficient communications between our mobile staff and excellent administration. With ISEC7 we have found a competent partner who supports us professionally in all matters regarding the BlackBerry solution."

Reiner Ahle  
Head of Communications  
Flughafen München GmbH.

The ISEC7 Group is a worldwide operating technology provider and system integrator.

As a BlackBerry Elite Alliance Member, ISEC7 supports the conception, development, implementation and operation of holistic information technology solutions during all phases, for companies of any size.