



GERMAN AIRPORTS ENSURE EFFECTIVE LONG-TERM OPERATION OF THEIR DIMETRA™ TETRA SYSTEM

WITH A MOTOROLA SOLUTIONS TEN-YEAR ADVANCED SERVICES AGREEMENT



STUTTGART AIRPORT AND BADEN-AIRPARK

Stuttgart Airport is in Baden-Württemberg, south-west Germany. It is the state airport and, with direct connections to all major European hubs and many other destinations, it ensures worldwide accessibility to one of the leading economic areas in Europe. Baden-Airpark is a smaller regional airport serving Karlsruhe and Baden-Baden. Stuttgart Airport is a major shareholder in Baden-Airpark, which also manages an important business park alongside the airport. A Motorola Solutions DIMETRA IP Compact TETRA radio network was first deployed at Stuttgart Airport in 2009 and successfully expanded to Baden-Airpark in 2013. The system provides reliable, robust communications and enhanced response coordination for airport workers, including public safety personnel and supporting organisations. There have been various upgrades and extensions to the system, such as the recent updating of active system components and the expansion of the network to provide robust coverage across all internal areas of the terminals, as well as complete integration with the BOS frequencies. BOS (Behörden und Organisationen mit Sicherheitsaufgaben) represents organisations with security tasks, such as the police and fire departments, and these organisations now also have shared radio communications with Stuttgart Airport. This latest upgrade has been ably and quickly deployed by local Motorola Solutions partner Kellner Telecom, who has been working with Stuttgart Airport for several years; Kellner also provides 24/7 support for the in-house repeater system, which distributes the TETRA radio frequencies.

CUSTOMER PROFILE

Organisations:

- Stuttgart Airport GmbH
- Baden-Airpark GmbH

Partner:

Kellner Telecom GmbH

Industry:

Aviation

Location:

Germany

Motorola Solutions Products:

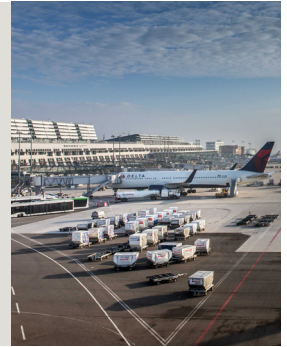
- 10-Year Advanced Services package comprising:
- Annual Maintenance
- Infrastructure Hardware Repair with Advance Exchange
- Regular System Upgrades (next scheduled update to DIMETRA X Core) and Minor Releases
- Security Patches
- 24/7 Remote Technical Support via Motorola Solutions Service Desk
- On-Call Field Service
- Dedicated Customer Support Manager

CASE STUDY

STUTT GART AIRPORT & BADEN-AIRPARK

“We’ve been working with Motorola Solutions for over 30 years and have always had a service contract in place, to ensure the ongoing availability, stability, security and resilience of our communications systems, which are a big investment, after all. Ultimately, we know that, if anything needs fixing or updating, the Motorola Solutions services team will ensure we get the repairs or upgrades we need. We’ve got a fabulous, very close working relationship with Motorola Solutions and I would be happy to recommend an Advanced Services contract to other organisations looking to maximise their Motorola Solutions TETRA investments.”

Thomas Kirschbaum, Head of IT Services, Traffic and Security, Stuttgart Airport GmbH



CHALLENGE

Stuttgart Airport has been working with Motorola Solutions for over 30 years. The airport has always had some form of service contract in place, so it could focus on providing the best possible service to its passenger and airport users, safe in the knowledge its mission-critical radio technology would not let it down. And, again, with its current DIMETRA IP Compact (DIPC) TETRA network, it wanted to sign up to the best available service contract to protect its investment, extend the system's life cycle and ensure it would benefit from ongoing updates. Key factors were the continuity of support, optimal operation and security, alongside enhanced functionality and fixed budgeting, without the need for lengthy internal approvals for upgrades. From experience, the airport authorities knew they could rely on the Motorola Services team to work professionally alongside them, supporting and planning along the way.

SOLUTION

Stuttgart Airport and Baden-Airpark have signed a comprehensive ten-year Motorola Solutions Advanced Services contract, covering software, hardware and implementation as well as repair and maintenance. Indeed, the Motorola Solutions services team spends at least three days every year, two at Stuttgart and one at Baden-Airpark, running very thorough checks of all the installations and making any necessary repairs or replacements. They are also responsible for ad hoc repairs and fixes on an ongoing basis, from switches and radios to infrastructure, as well as organising regular minor system updates and releases. The next major upgrade for the airports will be the deployment of DIMETRA X Core, which will involve a new system, new cabinets and an update of the switching technology from DIPC to X Core and is planned in the coming months. Following this update, the airports will be able to benefit from the fully scalable architecture and advanced capabilities offered by DIMETRA X Core, such as enhanced geographic redundancy, improved cyber security and smart interfaces. They will also have access to pre-tested security patches

and updates, as well as the latest in system monitoring software. These maintenance and service upgrades have always been managed and organised professionally and quickly, for a smooth migration with minimal disruption or loss of service.

Although the airport authorities have a high level of technical knowledge in-house, their teams do also liaise with the customer-assigned service engineers on the 24/7 Service Desk located in the Motorola Solutions Support Centre (SSC); and, if the remote engineers cannot resolve an issue, a member of the Motorola Solutions services team is on call for a site visit. This ongoing support, coupled with further knowledge and collaboration in the form of a dedicated customer support manager, ensures the airports have all the care and contact they need. The customer support manager is a direct contact who takes responsibility, solves issues quickly, and proactively looks at the airports' wider current and future needs.

BENEFITS

Via their Advanced Services Agreement, Stuttgart Airport and Baden-Airpark have not only ensured the long-term cost-effective operation of their DIMETRA TETRA network, but they are benefiting from a constantly evolving platform: their system becomes more efficient, more fail-safe and more secure, by taking advantage of the latest powerful developments, security patches, features and IT platforms.

Thomas Kirschbaum summarises: “Reliable, fail-safe communications and cyber security are essential for our airports, to increase operational efficiency, to help us provide the best possible service to our passengers and to effectively manage any incidents. We know we can rely on our DIMETRA TETRA network, we know Motorola Solutions will keep the system completely up to date for us, in terms of both components and security, and we know we can always reach a qualified person who will help us, if we need it. Moreover, our partnership with Motorola Solutions is a long-term, successful collaboration and, once this ten-year contract is nearing its end, we will plan together for the future.”

Benefits:

- The airport authorities know they can rely on the continuing efficient and fail-safe operation of their DIMETRA system: a future-proof solution for mission-critical communications
- The airports take advantage of ongoing yearly maintenance with very minimal downtime and quick turnaround on any repairs or replacements
- Security patches and planned upgrades to evolving hardware and software ensure the airports benefit from the latest technology, security updates, features and functionality
- Having access to immediate remote or on-site technical support, as well as a proactive, dedicated Customer Support Manager, results in swift resolution of any issues or queries
- The fixed-cost, long-term contract facilitates budget planning, ensures protection against unforeseen expenditure and is saving costs in the long term, resulting in lower total cost of ownership (TCO) and maximum return on investment (ROI)

For more information about Motorola Solutions services:

[Managed and Support Services - Motorola Solutions - Europe, Middle East and Africa](#)

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