

Taking Control on the Runway

Mission Critical Communications for Air Transportation





Soar to Greater Efficiency and Safety

The increase in air traffic and travel demands has spurred the need for air transportation enterprises to expand and modernise. Indeed, IATA's 'Simplifying the Business' trade initiative specifically recognises how new technology can lower costs and improve customer service.

Communication and information technology solutions provide your customers with worldclass service and efficiency.

Motorola has over 70 years of experience serving customers from government and industrial sectors. We are a key leader in providing solutions for airport, airline and air cargo operations.

Through the efficient use of information, resource allocation and communication, our solutions enhance and improve your operational and business performance; fulfilling your business objectives with ease.

Understanding Your Operations

Knowing your needs are our top priorities. Our communication and information solutions are geared towards addressing your present business objectives and future goals.

Airport Operations

Managing an airport successfully requires flawless coordination and precision execution across varied operational departments. Airport operational personnel require reliable and efficient communication and information technology solutions to keep them connected and informed all the time.

Airline Operations

Operating in a highly competitive environment, airline companies strive to provide superior customer service for their passengers. From ensuring that the aircraft is serviced quickly, to baggage handling, our wireless solutions give you operational efficiency and commercial success.

Air Cargo Operations

The successful managing of cargo entails efficient tracking and monitoring of routes from point to point. Motorola's solutions allow you to efficiently handle your cargo – enabling you to satisfy your customer's needs and expectations without delay.

Airport Operations

Management

Making timely and informed decisions is critical especially when handling crisis situations. Being able to contact and communicate with key operational departments for situation updates is vital for smoothly executed operations.

Security

Many airports have unfortunately become targets for thieves and terrorist attacks. Communication and information technology solutions can springboard your present security measures to greater efficiencies; resulting in enhanced passenger assurance and safety.

Apron / Ramp

Communication enables airport personnel to manage minor problems quickly and efficiently – minimising flight delays for both passenger and air cargo fleet.

Maintenance

Extensive coordination ensures facilities are well maintained and equipped to service the aircraft that ply through. From airport systems maintenance to snow plough operations and janitorial services, communication plays a crucial role every step of the way.

Catering

Close communication with other operational departments is needed to better coordinate efforts without causing flight delays.

Fuelling

Re-fuelling requires timely coordination between the airline and fuel trucks in order for aircraft to be turned around quickly. As aviation fuel is highly flammable, it is crucial that the communication portables are intrinsically safe.

Fire & Rescue

Where critical seconds can save lives, the airport fire & rescue brigade relies on communication systems for better rescue coordination and cooperation.



Customising to meet Priorities

Concessionaires

Vendors, such as restaurants and retailers, can utilise communication to manage their operations within the establishment as well as to coordinate deliveries with their suppliers; ensuring they are well stocked with gift items, souvenirs and other amenities to give passengers a wonderful experience at the airport.

Air Traffic Control

With the ability to call up the right information at the right time using communication and information solutions, air traffic controllers can better manage their responsibilities; making informed decisions promptly with minimal flight delays.

Emergency Communications

Cross-communication between the crisis management team and the other departments is highly critical to facilitate quicker response and information exchange, minimising property damage and loss of life.

Airline Operations

Ground Operations

Communication is the bridge that links ground operation departments; enabling them to coordinate their efforts and enhance operational efficiencies.

Management

Shouldering the responsibility of managing the overall operations; the airline management team requires reliable, instant communication to expedite decisions; providing passengers with superior customer service.

Check-in and Boarding

Especially when there are changes to the flight arrangements, how last minute changes are handled and swiftly communicated to personnel at the gate will certainly reinforce the airline's professionalism. Additionally, bar coded boarding passes can facilitate faster and easier check in and boarding.

Customer Service

Airline personnel responsible for this area have to ensure they are well-coordinated with other departments, in order to provide passengers with the highest levels of customer care and service.

Baggage Handling

Technologies such as RFID can provide more efficient baggage handling and reduce the rate of baggage mishandling, a key IATA 'Simplifying the Business' objective.

Maintenance

Maintenance personnel requires extensive coordination to ensure facilities are well-serviced and equipped to handle the heavy traffic that plies through the airport.

Emergency Communications

Reacting quickly is crucial in any emergency. Motorola's solutions reduce response times and enhance operational efficiencies when most needed.

Air Cargo Operations

Ground Operations

Reliable and efficient communication solutions enable ground operations to enhance their operational efficiencies.

Management

Communication solutions provide air cargo management with easy and instant access to operational departments – ensuring smooth information flow for swift decisions. Solutions like barcode scanners and RFID also enable the efficient management of air cargo operations.

Customer Service

Cargo companies go out of their way to provide customised service and support. A reliable communication solution allows companies to execute more promptly and efficiently.

Maintenance

Encompassing janitorial services, ramp/apron equipment and aircraft inspections, maintenance personnel need communication to handle their daily tasks.

Emergency Communications

In an emergency, the ability to react fast is vital and so it the ability to make instant informed decision. Motorola's wireless communications delivers critical communications you need to perform efficiently.



Integrating Communications for Peace of Mind

Addressing Your Unique Needs

Our solutions best fit your operations – addressing departmental needs while seamlessly integrating into the larger operational system.

With our vast portfolio spanning software applications to radio communication, you can be assured you will find your ideal solution with Motorola.

Radio Communications

Two-way communication is critical for airport, airline and air cargo personnel to accomplish their responsibilities efficiently, with high levels of safety precautions.

Voice Solutions

A comprehensive range of two-way radios that is customised for professional use and characterised by excellent audio clarity, ease of use, reliability and durable performance. Motorola also designs, manufactures and distributes radio systems that address your need for fast system access, wide area coverage and spectrum efficiency. Motorola is a recognised world-class leading supplier of two-way radio communications for the majority of the world's airports.

Data Solutions

Data plays a significant role in providing timely access to critical information. Motorola's leadership in fixed and mobile data solutions has enabled customers around the world to enhance their operations beyond voice communications. For example our Wireless LAN solutions can be used to enhance operational communications as well as providing hotspots for consumer use. Motorola also provide a range of industry leading rugged mobile computers for data and image capture as well as voice communications. Finally, Motorola can provide RFID and barcode solutions to enhance efficiency and reduce costs.

Integrated Voice and Data Digital Communications

The digital advantage provides audio clarity, integrated voice and data transmissions and voice privacy. Motorola's leadership in digital communication solutions such as TETRA (TErrestrial Trunked RAdio), is second to none. TETRA provides secure, reliable and efficient voice and data communications.

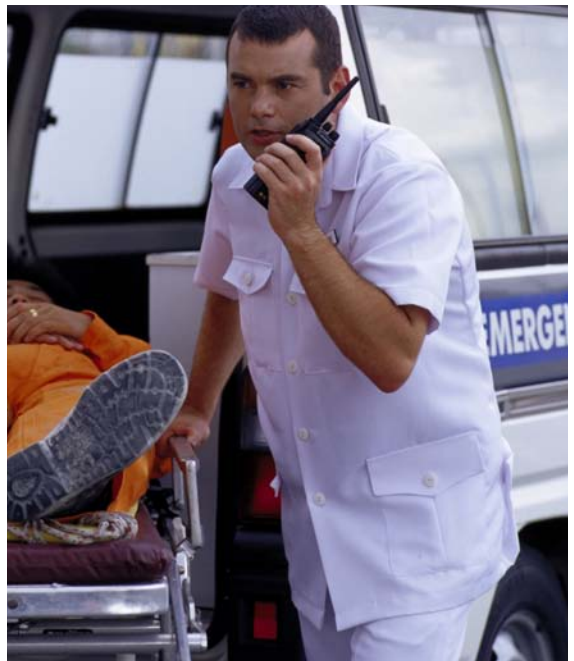
Motorola are intimately involved in driving these solutions forward and have secured significant customer contracts globally.

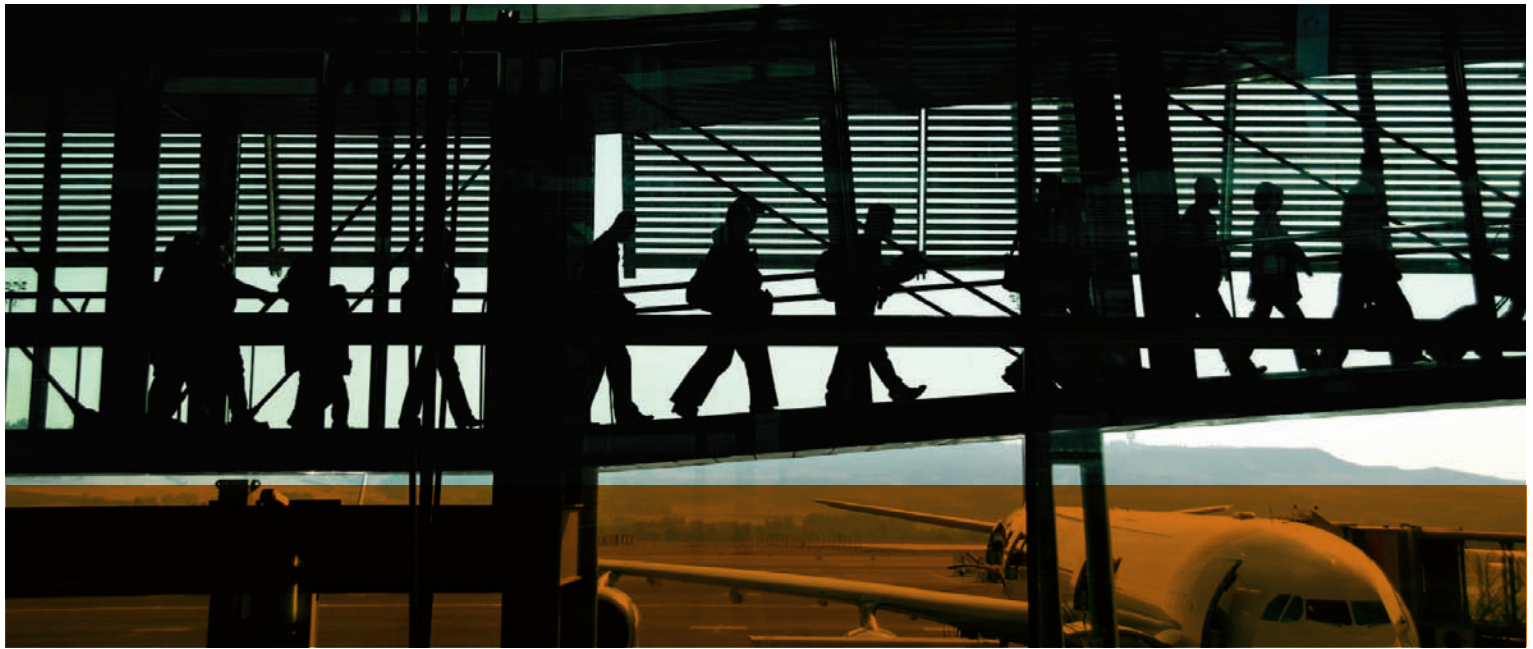
Emergency Mobile Communications

Emergencies require that communication links be established quickly. Depending on the operational needs of the airport, Motorola has the expertise to develop customised emergency solutions to meet your requirements.

System Integration

Comprising experienced project managers and engineers, our world-class System Integration team provides project, risk and system management, installation support and maintenance – letting you benefit from a seamless and integrated system.





Our Customers

Motorola's dominance as the preferred communication partner for air transportation has led many customers globally to springboard their operations towards greater efficiency and success.

Our Air Transportation customers include:

- Salzburg Airport W. A. Mozart, Austria
- Brussels Airport, Belgium
- Guangzhou Airport, China
- Shanghai Pudong Airport, China
- Changi International Airport, Singapore
- Ruzyně International Airport, Czech Republic
- Cologne Bonn Airport, Germany
- Leipzig-Halle Airport, Germany
- Lübeck Airport, Germany
- Munich Airport, Germany
- Athens International Airport Eleftherios Venizelos, Greece
- Hong Kong International Airport, Hong Kong
- Bangalore International Airport, India
- Delhi International Airport, India
- Hyderabad International Airport, India
- Incheon International Airport, Korea
- Kuala Lumpur International Airport, Malaysia
- Oslo Airport, Norway
- Barcelona, Spain
- Iberian Airlines, Spain
- Zaragoza Airport, Spain
- Suvarnabhumi Bangkok International Airport, Thailand

Why Motorola?

TRUSTWORTHY

With a rich heritage of leadership in communication, Motorola is well placed as your preferred solution partner. Our reliable offerings give full credence to our promise – providing you peace of mind to move faster, reach further and act with confidence.

PASSIONATELY DEDICATED

We are committed to working with you and understanding the issues that drive your business. With offices globally, our teams of experts actively engage with you all the way, ensuring that all your present and future operational needs are fully addressed.

SOLUTIONS LEADER

Our world class track record in delivering wide-ranging solutions is second to none. Drawing on our experience, expertise, partnerships, alliances and extensive portfolio, we design and deliver solutions that enable you to make quick, informed decisions – reducing your response times as well as accelerating your operational efficiency and safety.

SERVING TOMORROW'S NEEDS TODAY

We constantly invest in future technology and solutions. We add value to your operations through understanding the potential of new technologies and the commercial opportunities they bring. Together, we work with you in your quest towards building an intelligent solution for present-day efficiencies and future-driven needs.



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