



## INDIRA GANDHI INTERNATIONAL AIRPORT CASE STUDY

# EMPOWERING AN AIRPORT'S 'FAST TRAVEL' VISION

India is growing. A rising upper and middle class combined with increased consumer spending is propelling India towards greater economic prosperity. That wealth is boosting air traffic – so much so that India may soon overtake Japan to become the world's third largest domestic market behind the U.S. and China.

Delhi's Indira Gandhi International Airport (DEL) is a symbol of India's burgeoning progress as an economic and travel center, connecting to 127 destinations worldwide and serving as a hub for many major airlines, including Air India, Vistara, IndiGo and SpiceJet. A recent report published by the International Civil Aviation Organization (ICAO) listed Indira Gandhi International

Airport (IGIA) as the 12th busiest airport worldwide in November 2016,<sup>1</sup> coinciding with the airport crossing the 50 million passenger mark – the highest ever in the country. IGIA also enjoys international recognition as the world's second best airport in the "largest airport" category (passenger capacity of over 40 million passengers per annum) as recognized by the prestigious Airports Council International's (ACI) Airport Service Quality 2016 rankings.<sup>2</sup>

### CHALLENGE:

Dramatic, double digit growth in domestic air traffic was straining the airport's resources.

### SOLUTION:

The airport turned to Collins Aerospace to make its "Fast Travel" vision – taking the best ideas in the airport business and making them a reality for passengers – come true by implementing a host of ARINC airport solutions throughout the entire airport.

### RESULTS:

Collins' airport solutions are providing passengers with a superior travel experience while also creating value for Delhi International Airport Ltd. (DIAL) by reducing operational challenges, creating efficiency gains and maximizing return on investments.





## IGIA achievements and accolades are earning attention.

Prabhakara Rao, the then CEO of Delhi International Airport Ltd. (DIAL) recently acknowledged that IGIA is quickly growing into one of the world's busiest and largest airports. As a result, Rao recognizes that the airport's infrastructure and services must be constantly enhanced to handle growth – while still providing passengers with a superior travel experience.

### ACHIEVING THE VISION

Since the beginning, "Passenger Delight" has been a single minded goal for DIAL, driving the shape of the company, its services and everything it stands for. A key enabler of the airport's goal is its "Fast Travel" vision: taking the best ideas in the airport business and making them a reality for passengers.

To achieve this vision, DIAL saw a need to implement new technologies that would provide significant benefits to its passengers. In 2009, the airport turned to Collins Aerospace, beginning a deep and strategic relationship between the two companies. Collins Aerospace understood DIAL's vision and used it as the basis for its technology recommendations, without losing sight of creating value for the airport by reducing operational challenges, creating efficiency gains and maximizing return on investments.

Since then, DIAL has benefited from a host of Collins' solutions throughout the entire airport, including its ARINC vMUSE™ common use passenger processing system, ARINC SelfServ™ kiosks for self-service check-in, the ARINC VeriPax™ passenger reconciliation system and ARINC BagLink™ for baggage messaging, as well as a baggage reconciliation system (BRS) and a local departure control system (LDCS) deployed as part of Collins' airport system integration.

### THE TRANSFORMATION OF IGIA DOMESTIC TERMINAL

Collins' initial relationship with DIAL involved the implementation of CUTE (Common Use Terminal Equipment) in Terminal 1D (T1D) in 2009, making it the first domestic terminal to be equipped with this technology. Previously, airlines operated dedicated check-in systems that created operational and cost inefficiencies. CUTE provided airlines interoperability to use any workstations for day-to-day operations, allowing faster passenger check-in and processing.

The implementation of Collins' solutions helped IGIA T1D handle its capacity issues, reducing processing time as well as decreasing passenger frustration and airport congestion. In addition, Collins' commitment to training, support and collaboration across all relevant stakeholders made the implementation of the new systems seamless. The positive results led the two organizations to extend their collaboration to IGIA Terminal 3 (T3).

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## EXCEEDING EXPECTATIONS WITH IGIA INTEGRATED INTERNATIONAL TERMINAL

Similar to Terminal 1D, the airport needed to implement a common use solution for its T3 international terminal to better manage growth. This second implementation presented a unique challenge – time was a key factor. With India set to host the 2010 Commonwealth Games, the new systems had to be implemented prior to the beginning of the multisport event. Collins turned the challenge into an opportunity and managed to successfully deliver 650+ CUTE workstations and 100+ baggage reconciliation system (BRS) scanners ahead of schedule. In addition, the Collins implementation included the installation of India's first remote check-in solution at Delhi Metro's Shivaji Stadium and New Delhi stations, where Air India and Jet Airways passengers commuting to IGIA have the option to check in, obtain their boarding passes and check in luggage as well. This significantly reinforced DIAL'S reputation as a leader in the use of the newest technologies to reduce congestion as well as simplify and improve the passenger experience.

## THE SURGE OF INDIA'S DOMESTIC TRAVEL

Collins has also helped DIAL manage the dramatic increase in domestic passengers. India's domestic travel has grown at over 20 percent per annum in recent years, overtaking its international growth rate of 10 percent per year.<sup>3</sup> To help accommodate this tremendous growth, DIAL has shifted some of the passenger traffic from T1 to T2. However, T2 initially lacked the necessary technologies to support such a significant increase in capacity. Collins' implementation of CUPPS (Common Use Passenger Processing) and BRS in T2 has streamlined its operations, which has created time and cost savings as well as helped achieve operational excellence in capacity. Collins' implementation of CUPPS (Common Use Passenger Processing) and BRS in T2 has streamlined its operations, which has created time and cost savings as well as helped achieve operational excellence.

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## A STRATEGIC RELATIONSHIP THAT YIELDS RESULTS

Collins has earned a well-deserved reputation with DIAL – and throughout India – as a trusted partner for its ability to deliver high-quality, high-value solutions that have a dramatic impact on airport operations. The relationship has been so successful that DIAL has twice honored Collins with its “Best IT Service Provider” award.

Together, DIAL and Collins have developed a long-term strategic relationship dedicated to achieving DEL's “Fast Travel” vision, delighting passengers today and for decades to come.



Visit [collinsaerospace.com/airports](http://collinsaerospace.com/airports) to learn more

1 2017, February 13. "IGI became 12th busiest airport in Nov: Report." The Times of India. Retrieved August 2017 from <http://timesofindia.indiatimes.com/city/delhi/igi-became-12th-busiest-airport-in-nov-report/articleshow/57115668.cms>

2 Mishra, Mihir (2017, March 6). "Delhi Airport is second best among world's biggest airports: ASQ Awards 2016." The Economic Times. Retrieved August 2017 from <http://economictimes.indiatimes.com/industry/transportation/airlines/-aviation/delhi-airport-is-second-best-among-worlds-biggest-airports-asq-awards-2016/articleshow/57498019.cms>

3 Shukla, Tarun (2017, April 11). "India climbs to fourth spot in 2016 global air traffic rankings." Livemint.com. Retrieved August 2017 from <http://www.livemint.com/Companies/lfUNVcGnnSfsAJofAF3o7L/India-climbs-to-fourth-spot-in-2016-global-air-traffic-ranki.html>



**Collins Aerospace**

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866.633.6882 | +1.410.266.4000

[airports@rockwellcollins.com](mailto:airports@rockwellcollins.com)

[collinsaerospace.com](http://collinsaerospace.com)