

## **APD's CORTEX Goes Live at Emirates Airlines**

On 19<sup>th</sup> January, 2010, the Emirates Airlines and Dnata MOCON Control Room officially went "live" with its new APD CORTEX Integrated Command and Control system.

A number of senior Dnata and Emirates Airlines personnel attended, left to right as follows: Steve Allen (VP Operations), Steve Denison (Managing Director, APD), Nick Moore (Senior VP Operations), Abdullatif Al Bastaki (Senior Procurement Manager), Omran Alrashed (Regional Sales Manager, APD)



The MOCON room is the first of two rooms to go live using a fully integrated CORTEX solution. Dnata and the Emirates Group have made extensive use of the open integration features of CORTEX to access and control many of their existing expert systems. MOCON takes care of Dubai Airport (below the wing). The second deployment will be 90 positions in the Emirates National Control Centre (NCC) which controls all flight logistics, including the aircraft and crew of the Emirates fleet.

“APD’s CORTEX system will become a key part of our communication infrastructure. Working with APD will allow us to further streamline our processes, while offering customers and our Airline partners the very best service possible,” said Jon Conway, Divisional Senior Vice President Airport Operations Dnata. “The flexibility of CORTEX will allow us to cost effectively leverage our existing infrastructure whilst meeting our needs today and in the future. We anticipate that this agreement will be the beginning of a successful long-term relationship between the Emirates Group and APD.”

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### ***BACKGROUND INFORMATION***

The Emirates Group, which includes one of the world’s major airlines has chosen to deploy APD’s CORTEX system in the heart of two control centres at the Dubai International Airport. CORTEX, a software Integrated Communications Control System (ICCS), will allow control room operators to manage all radio, telephone, intercom and web services, linking 6,500 ground staff throughout the airport.

The first CORTEX system will be integrated into the Dnata Operations Control Centre. Dnata is an Emirates Group company responsible for all the ground handling facilities. APD’s CORTEX system will provide 30 control room operators with access to integrated telephone, radio (TETRA and VHF) and intercom communications via a touchscreen interface. This will enable staff to manage and route calls to ground personnel wherever they are in the airport.

This in turn will allow engineers and baggage handlers to carry out tasks such as loading passenger luggage, transporting people to planes and carrying out aircraft technical support services more effectively. Using the CORTEX system, control room staff will be able to dispatch teams immediately, based on their current location rather than their proximity to the main hangar. Ground staff will also be able to receive real time updates on incoming aircraft and their maintenance needs, helping to reduce the time aircraft are out of service.

The second deployment will be 90 positions in the Emirates National Control Centre (NCC) which controls all flight logistics, including the aircraft and crew of the Emirates fleet. When deployed, staff will be able to leverage a wide network of intercom systems that are spread throughout the airport, eliminating the need for Dnata to incur mobile phone charges.

The move will not require expensive network upgrades as CORTEX is compatible with the existing airport EADS TETRA network and VHF. The control system will also be able to contact the aircraft on final approach and communicate with the ground handling teams. "Over 34 million people travelled through the Dubai International Airport in 2007, with an expected increase to 60 million by 2010. Our ability to deploy a communication system that can support this huge footfall underlines our expertise in the Middle East travel market.

CORTEX is the perfect platform to consolidate a range of existing communication systems, while providing staff with access to the latest information on the move therefore helping to improve accuracy and productivity," said Duncan Gerrard, Director of International Sales, APD.

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Using CORTEX, the Emirates Group will benefit from:

- improved communications, with integration of disparate telephony and radio technologies
- more efficient routing of calls directly to the operator's touchscreen
- improved incident management
- scalability and flexibility, with a fully future-proofed investment
- reduced operational costs
- higher quality of management information
- mission critical levels of availability with proven resilience
- the ability to expand into or integrate with full Emergency and Crisis Management Systems
- integration of other APD products such as Location and Mobile Data solutions providing complete incident management.

APD is renowned for delivering proven, mission critical and business critical solutions to Public Safety, Government and Service organisations.

### **About APD Communications**

With over 25 years of experience APD, is a global leader in mobile information, resource location/tracking and control room solutions. APD specialises in delivering mission-critical and business-critical solutions to organisations within the public sector, transport, security, logistics and the emergency services. APD's products are widely used in Europe and the Middle East and customers include 80 per cent of police forces in the United Kingdom, Abu Dhabi Police, Newcastle City Council, the Swedish Police and leading transport organisations such as London Underground and DB Schenker. For more information please visit: [www.apdcomms.com](http://www.apdcomms.com)

### **About Dnata**

Since its inception in 1959 in Dubai, Dnata has evolved from a five-man ground handling service on an airport strip in the desert into an internationally recognised brand. Dnata is the premier ground handling agent at Dubai International Airport and has played a significant role in its development. Passenger and cargo traffic at the airport has grown exponentially over the years, but Dnata has always been up to the challenge by embracing new procedures and technology. Last year Dnata handled roughly 200,000 aircraft movements, more than 30 million passengers, and 1.5 million tonnes of freight for 120 airlines and their customers. This expertise has been extended internationally and Dnata now has operations in 17 cities across seven countries - Australia, China, Pakistan, Philippines, Singapore, Switzerland and the UAE. [www.dnata.com](http://www.dnata.com)