



## CASE STUDY

Performance  
through technology

### PROJECT MANAGEMENT

### IT STRATEGY

## Newcastle International

### CUSTOMER PROFILE

Newcastle International is the principal airport in the North East of England, and is among the largest regional airports in the United Kingdom.

With around five million passengers annually, and 80 world-wide destinations available, Newcastle International is continuing to grow and develop strong relationships with their passengers and the local community.

The airport's shareholders include seven local authorities and Copenhagen Airports, creating a Public Private Partnership organisation.

Over the last few years, the airport's IT strategy has seen them improving operational efficiency by harnessing the latest IT technologies in a creative and adaptable manner.

## Reaching new heights with IT

"The solid, longstanding relationship we have built with Waterstons stands as testament to their thorough understanding of our Business Processes which drive our operational success. This close relationship has allowed Waterstons to help us realise our strategies, values and aspirations."

Darren Kelly, IT Support Manager, Newcastle International

### CHALLENGE

As the airport and its staff wrestled successfully with the challenges of change it became obvious that the IT systems it was using, while tried and tested, would not be able to rise to the new challenges which would be required of them.

The systems had worked well for standard, reliable processing, but there was now a need for a new collaborative approach to provide timely and accurate management information without the intense levels of manual intervention which has previously been required.

### SOLUTION

The issues outlined were addressed in two distinct phases:

1. A complete IT strategy review was carried out to establish the needs of the airport. This culminated in the creation of a forward plan and associated costs and benefits for the complete upgrade of the airport's software, hardware and security over a 4 year period.
2. The IT Strategy review process has been followed by a period of systems selection, implementation and project management.

The areas included in the implementation phase of the project include:

1. Complete upgrading of the hardware and infrastructure including new file and print, e-mail and web site infrastructure.
2. The selection and introduction of new Accounts, Asset Management and Flight Information Systems.

3. Revised and upgraded Management Information Systems.
4. Ongoing work on Business Continuity and resilience for the new systems.

### BENEFITS

Key benefits have been clearly identified at this stage of the project:

- Collaboration and sharing of data and information.
- Reduced cost of IT support.
- The elimination of unnecessary manual data manipulation with an attendant reduction in costs.
- Better management information leading to better and more timely decisions.
- Systems which can match the aspirations of the new airport team.