

*"Situator can help us extend all of our technology into the emergency operations center so it can be used by airport managers, as well as outside agencies."*

John Lyon III, Telecommunications Manager, Louis Armstrong International Airport

## CUSTOMER INDUSTRY

Airports

## WEBSITE

[www.flymsy.com](http://www.flymsy.com)

## LOCATION

New Orleans, Louisiana, USA

## BUSINESS NEED

Substantially improve overall security and safety operations making them more efficient and effective. Allow for scalability as needs, regulatory requirements and technology evolve.

## SOLUTIONS

Situator

## THE IMPACT

Centralized and unified security platform that correlates all of the various information feeds from the disparate security and safety systems  
Pre-planned, adaptable and escalating response plans ensuring consistent and optimized response  
Enhanced security and safety operations via Situator's ability to provide a complete view of the environment and unfolding events  
Open platform architecture enables the airport to scale security operations as needed regardless of vendor or system type

# NEW ORLEANS INTERNATIONAL AIRPORT

## ABOUT THE CUSTOMER

Louis Armstrong New Orleans International Airport is the primary commercial airport for the New Orleans metropolitan area and southeast Louisiana, and the largest in the state. Located 10 nautical miles from New Orleans central business district, the airport served over 8 million passengers in 2011, a 4.3% increase from the previous year.

## THE CHALLENGE

Post Hurricane Katrina, the airport sought to dramatically improve its security and safety operations. A primary focus of the improvement initiative was to integrate all of the various systems into a single unified platform in order to eliminate the siloed information. In addition, the airport wanted to ensure that coordinated and approved emergency response plans would be part of the system as the primary evacuation center for the area.

## THE SOLUTION

Together with Johnson Controls, Qognify teamed to implement an integrated security and operations solution:



The airport's Security Operations Center powered by Situator is responsible for handling all security and safety issues throughout the airport including airport switchboard calls, all emergency situations, such as aircraft alerts, security breaches, fire alarms and EMS calls and more. Situator integrates all security systems – CCTV, fire alarms, access control, dispatch systems and more – into a centralized and unified platform.

With all of the information integrated and Situator's ability to correlate it, all operators and responders receive a complete and consistent view of any given situation throughout the airport.



Louis Armstrong New Orleans International Airport

*"Before, we had islands of information - so one dispatcher would be monitoring the CCTV and another would be responsible for access control, and so on. They would have to manually piece this information together through verbal communication to get situational awareness and make decisions, which obviously took time. Now, all of the pieces of information are already assembled together so they get a much clearer picture immediately. And that's for everything they do — not just for security, but for life safety as well."*

John Lyon III, Telecommunications Manager, Louis Armstrong International Airport

- With Situator, the airport has been able to consolidate information on just two screens, down from the highly inefficient 12 screens that otherwise would have been required at each dispatcher's station.
- Incident handling is now streamlined in addition to being placed in geographical context for expedited and more efficient response. Everyone, including responders, receive the same information for complete situational awareness.
- Automated, adaptive pre-planned response plans ensure that no matter who is managing an incident, it will be handled optimally as per approved processes. Furthermore, in the event that an incident is not responded to in a predefined timeframe, the event is escalated to the next level of management.

"We really wanted to take that next step and consolidate and integrate all of these systems," Lyon explains. For us, the immediate draw was the fact that it was a one-stop solution to consolidate all of this information for our dispatchers."

While understanding what is happening throughout the airport is a first step, knowing how to respond is an absolute necessity. With Situator, dispatchers have pre-defined, dynamic response plans with many of the tasks that were previously carried out manually now automated. This not only saves time and potentially lives, but also ensures that necessary tasks take place, mitigating the risk of any unfolding incident.

Situator also provides adaptability on many levels so that the airport is able to effectively respond to emergency situations such as the one they faced during Hurricane Katrina. "Obviously, we want to be able to leverage our technology in such a situation," Lyon says. "Situator can help us extend all of our technology into the emergency operations center so it can be used by airport managers, as well as outside agencies."

## ABOUT

Qognify helps organizations mitigate risk, maintain business continuity, and optimize operations. The Qognify portfolio includes video management, video and data analytics, and PSIM/Situation Management solutions that are deployed in financial institutions, transportation agencies, airports, seaports, utility companies, city centers, and to secure many of the world's highest-profile public events. [www.Qognify.com](http://www.Qognify.com)

Get in Touch: [www.Qognify.com/get-in-touch](http://www.Qognify.com/get-in-touch)

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