

Procurement Workshops

3:00pm – 4:00pm

Workshop 1:
Infrastructure
(Shakespeare 1)

Workshop 3: Operations
(Brunel 2)

Workshop 2: Corporate
Services (Brunel 1)

Workshop 4: Technology
(Brunel 3)

Slido



Delegates can ask anonymously and vote for the questions they like, bringing the most important topics to light.

Please select the room ‘Procurement Workshop: Technology’

Visit www.slido.com and use the code **#heathrowsummit** or you can also download the app and follow the same steps.

Technology & IT @ Heathrow

Martin Hogan: Programme Lead, IT

Vij Ditcher-Gajparia: Commercial Lead, Procurement



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Our City Enabled by Technology and Data

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Q&A



3000+

Switches transfer data and information around our footprint



4,000 Tech Help contacts a month

208 VPNs supporting commercial customers

5

Terminal buildings



22,000

Heathrow Community App users



300

Live Microsoft Power Apps



2500
servers



283

systems underpin our business

Our city enabled by Technology and Data



100,000
WLAN connections



7,677
CCTV cameras



2,000
Flight info screens



18,000
users

Europe's largest single site ISP

1,000 miles of fibre cabling



1.8M
data assets

1.1N
lines of code

1.64M
messages a month

5,376
IPT Phone

336
Voice gateways



2 main websites

Hosting 1000 pages of information

Receiving 100,000 hits a day



2

Main data centres

7 Radio Technologies

74 OFCOM Channels

223k Radio calls made a month

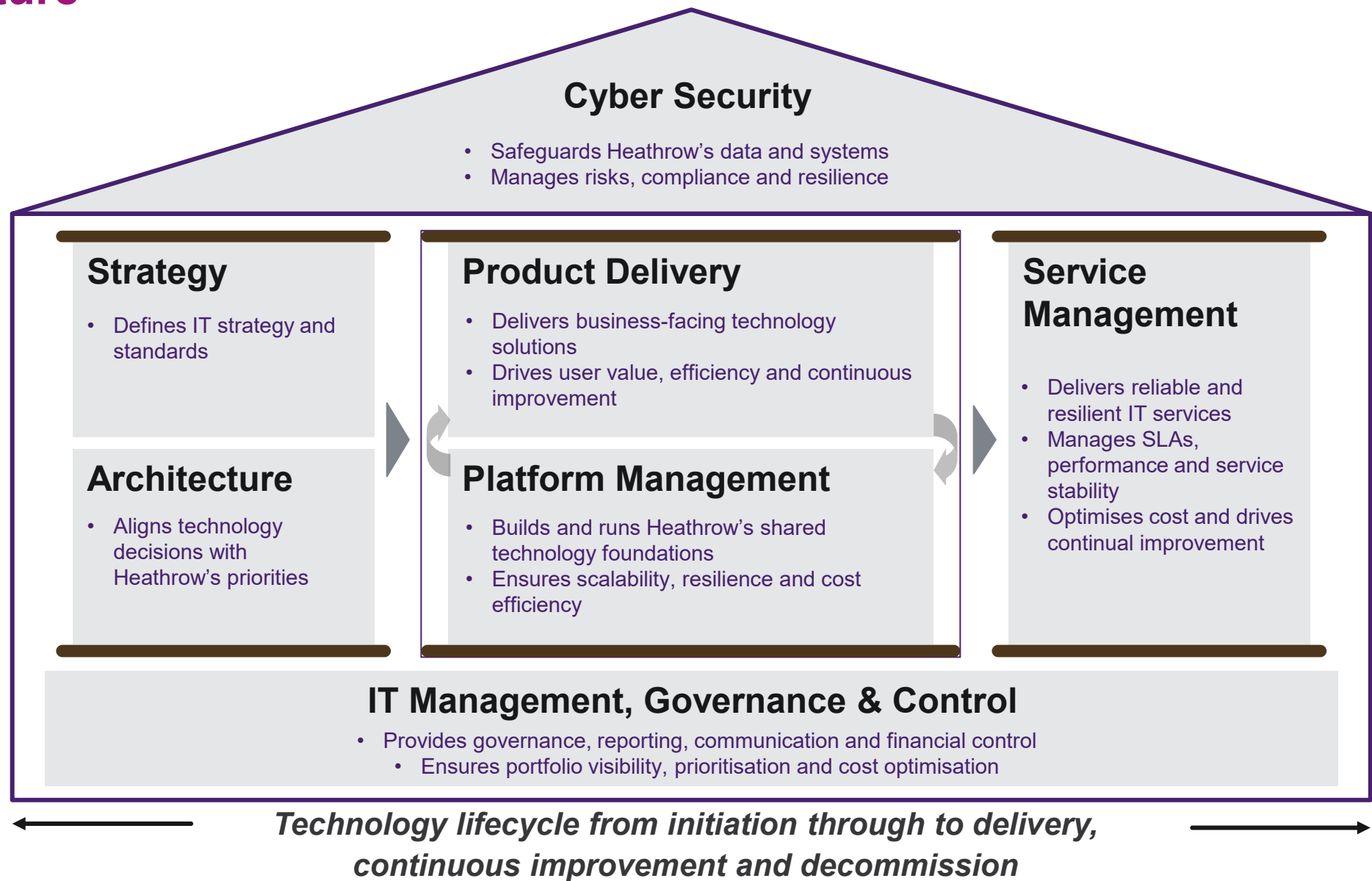
4G MNO Infrastructure (DAS)

7,500

Deployed end user devices:

Laptops, printers, phones, desk tops.

IT Structure



IT Suppliers at Heathrow



Strategy and architecture

- Best practice
- Industry expertise
- Specialist skills for solutions / domains



Product and platform delivery

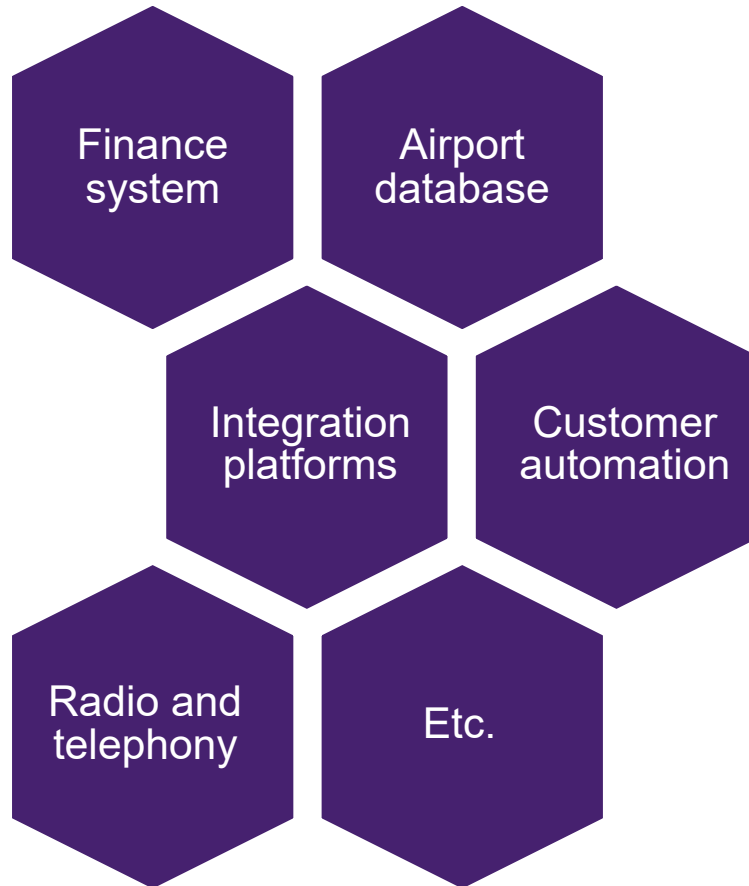
- Project delivery (waterfall and agile)
- DevOps
- Systems integration
- Specialist solution knowledge
- Business analysis
- Design
- Implementation
- Testing



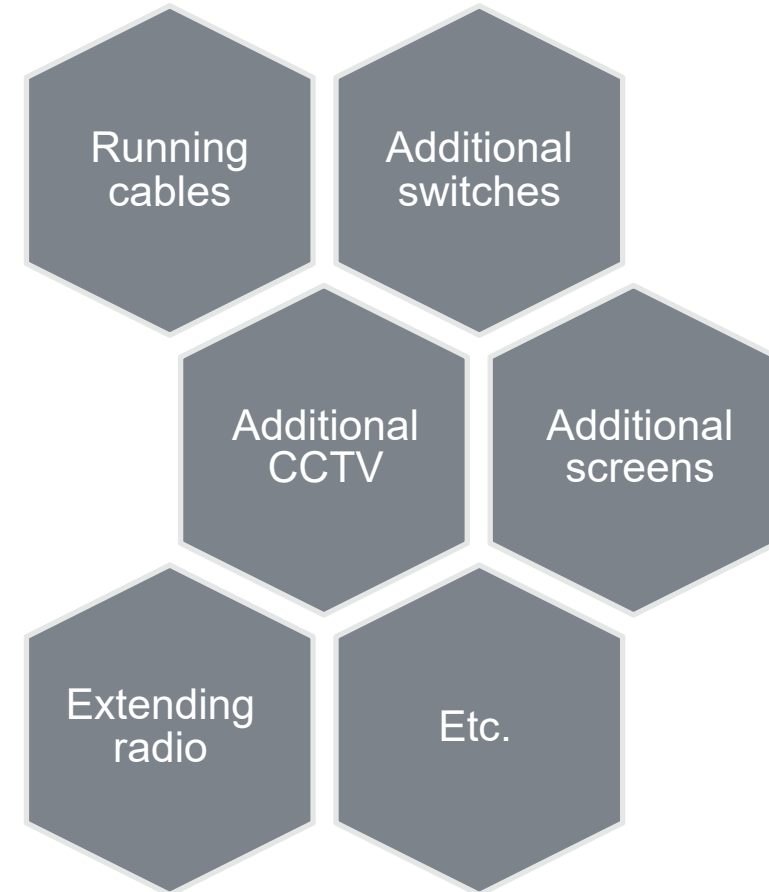
Service management

- Support and maintenance
- Incident response and resolution
- Continual service improvement
- Service integration

Capital projects vs Information and Communication System (ICS) Projects



Replacement of critical systems and efficiency savings



Supporting large projects with standard IT



Q&A

Heathrow