

Qantas



Future Proofing Critical Communications

Challenge

- Large airline with strict safety and quality controls.
- Required highly reliable and responsive network for engineering crews and associated business areas to communicate.
- Cost effective with a migration path to digital.

Solution

- Vertel designed and built new on site networks and provided new subscriber hardware.
- On site trunked solution with a number of talk groups.
- Turn key provision of network and migration of services for a monthly fee and no CAPEX.

Value

- Improved communication.
- Better turn around of aircraft and performance of core tasks.
- Improved safety and useability through man down, location services and radio size.
- Reduced incidents, delays and problems.
- Agreed path to transition to digital.
- Rental agreement overcame CAPEX restraints.

“As an airline we strive to achieve service excellence in everything we do. Through working with Vertel, a niche specialist in wireless technologies, we have experienced improvements in both service and our communications network”

Graeme Johnson, A/C Cabin & Maintenance Services

Business Challenge

Qantas is widely regarded as the world's leading long distance airline and one of the strongest brands in Australia. Founded in the Queensland outback in 1920, the company has built a reputation for excellence in safety, operational reliability, engineering, maintenance, and customer service.

Qantas relies heavily on effective communications between onsite work crews. The Qantas engineering team operates in a high noise area under tight time constraints and demanding quality expectations. Mobile radio has long been the communications technology of choice for Qantas due to its flexibility in providing instant group communications, multiple talk groups and privacy of communications.

Qantas considered the support from their existing network supplier was lacking in effectiveness and responsiveness. Additionally, Qantas required an offering that provided a clear upgrade path to a digital solution and was cost effective.

Our Solution

- On site trunked solution with a number of talk groups, network redundancy and smaller portables (TeamTalk LTR)
- Turn key provision of network and migration of services for a monthly fee and no CAPEX.
- Added safety features in man down and tracking and an agreed migration path to a future digital solution.



Value Proposition

Quality and Reliability of Network Offering

- Improves communications between business areas.
- Facilitates better turn around of aircraft and performance of core tasks.
- Reduces incidents, delays and problems in operations.



Cost Effective Network

- Delivered significant improvement in quality for minimal overall service fee increase.
- Rental agreement eliminated Qantas from technology lock in and CAPEX spend for non core infrastructure.

Meets Existing and Future Requirements

- Improved safety and useability through man down, location services and radio size.
- Agreed path to transition to digital standard reduces risk of technology redundancy.

"Vertel's managed services has delivered Qantas operational efficiencies whilst allowing us to focus on our core business"