

# DURHAM TEES VALLEY AIRPORT: SENDING THE RIGHT SIGNALS

**Achieving agility is crucial for every business. Staff need to have the flexibility to travel the world and still take important telephone calls between flights. As a result, good mobile phone coverage at airports is essential. In its effort to cater for this need, Durham Tees Valley Airport enlisted Arqiva's help to provide a solution.**

From airport staff communicating with colleagues, to new arrivals calling friends to tell them they've landed – a lot of people use mobile handsets at the airport. Because of this, airport owners need to ensure that they can offer the kind of coverage people need.

For an airport such as Durham Tees Valley, owned by Peel Holdings Limited, network coverage is especially important because it caters for a large number of business customers who, in keeping with the responsive face of modern business, often need to make calls or send and receive last-minute emails from the departure lounge.

However, it's not only the business agility of its customers the Airport has to consider. Agility is just as important for large site owners who need to keep up with the continuous evolution of modern life and advancing technology. Choosing any large-scale technology solution, then, is a big step. Site owners need to be able to ensure that the investments they make now won't have a negative impact on their flexibility in the future.

For Peel Holdings Limited, the need to be able to develop sites quickly and often is a critical one. So, when choosing a solution for Durham Tees Valley Airport, it wanted something that was as adaptable as possible.

However, with such a large surface area to cover, signals from external macro cells cannot be relied upon to provide the capacity and quality of coverage required by today's business user. To find a solution to this problem, the Airport turned to Arqiva.



## Agility matters

Arqiva provided the Airport with a passive DAS system (Distributed Antenna System). This network of discreet antennas sends mobile network signals around the site via coax cable, enabling airport users to benefit from consistent, high-quality coverage.

The implementation process was carried out during off-peak hours to avoid disruption to staff and passengers. Once in place, it allowed mobile phone users to benefit from even the most sophisticated data services at a low-power rate that prevents them from impacting airport devices.

Most importantly for the Airport, the solution was fully managed by Arqiva. This meant the Airport could rely on Arqiva to maintain the InBuilding system and keep it fully up to date, paving the way for future change. And, by choosing Arqiva, the Airport only had to deal with one company for all its mobile network needs.

Craig Birchenough, Telecommunications Manager for Peel Holdings Limited, explains why this was so vital: *“As a development company, agility is key. Having a single point of contact makes it easier for us to effect change within the airport. It means that, whenever development takes place there’s no need to consult with different operators to organise the removal or re-installation of equipment. That makes the entire change process quicker and smoother for us.”*

In terms of security, working with Arqiva removed the need for maintenance teams from different operators – making it easier for the Airport to monitor who was on-site. As Craig Birchenough explains: *“Airport security is very tight these days and everyone needs a security pass, so it’s important to avoid people just showing up on site. With Arqiva, we always know when to expect staff to carry out maintenance work, which makes things a lot easier for the Security Team.”*

Five years on, the solution has been so successful that the Airport has decided to renew its agreement with Arqiva for another five years.

Craig Birchenough concludes: *“The InBuilding system has been a real success for us. We now have a number of operators on board which means we can satisfy the needs of a wide range of travellers.”*



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