

CUSTOMER STORY

# CHANGING ROOMS, MEETING NEEDS

## Leading-edge meeting room solution enhances Heathrow Airport's digital collaboration experience

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### SERVICES

- End User
- Technology Sourcing
- Strategy & Advisory Services
- Design & Build Services
- Support and Maintenance Services

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### USER EXPERIENCE

- Enhanced agility and mobility
- Improved access to information
- Improved communication and collaboration
- Improved performance
- Improved user satisfaction

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### BUSINESS IMPACT

- Accelerates innovation
  - Enriches customer experience
  - Improves productivity
  - Reduces costs
  - Standardisation
  - Supports digitalisation
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### OBJECTIVE

Heathrow were looking to significantly improve their colleagues' meeting and collaboration experience, which previously had been disorganised and inconsistent, mainly due to a mixed and aging technological estate. The objective, therefore, was for Computacenter to provide a consistent and leading-edge meeting and collaboration solution that aligned with Heathrow's new organisation-wide Digital Workplace Programme, all aimed at enhancing the company profile.

### SOLUTION

During a six-month project, Computacenter delivered 110 meeting and collaboration spaces for 7,000 Heathrow Airport colleagues across the Heathrow Airport Campus, including Head Office. These "spaces" were then furnished with leading-edge equipment, including Large Format Displays, projectors, audio facilities and wireless accessories. This solution complements and integrates with the progressive suite of digital workplace applications that Computacenter had already delivered, which include messaging, audio and video conferencing, and document storage and sharing.

### OUTCOME

Colleagues now have a fully modernised and consistent digital workplace, complimented by vastly-improved meeting rooms, containing state-of-the-art equipment. This combination enables flexible and secure communication with colleagues, allowing them to collaborate from across the business and make faster decisions.



## OBJECTIVE

### Enhancing colleagues' meeting and collaboration experience

Heathrow's strategic brief is to give passengers the best airport service in the world, and to achieve this, they need to be enabling their colleagues with the best leading-edge technology available.

Heathrow were therefore looking to significantly improve their colleagues' meeting and collaboration experience, which previously had been disorganised and inconsistent, mainly due to a mixed and aging technological estate. Indeed, feedback from colleagues was that the previous user experience for meeting and collaboration was "poor".

"The meeting room project was instigated as part of the Digital Workplace Programme," says Bhupinder Kahlon, IT Relationship Manager at Heathrow Airport. "The intention was to improve the colleague experience in Meeting Rooms. A lot of the rooms did not have any AV Equipment and it meant that colleagues would book out projectors and take them to meetings and time was wasted setting these up".

The prime objective, therefore, was for Computacenter to provide a consistent and leading-edge meeting and collaboration solution that aligned with Heathrow's new organisation-wide Digital Workplace Programme.

Bhupinder Kahlon articulates this by stating that: "The Project was to provide AV Equipment that would mean that meeting time could be used productively and also allow colleagues to use the new tools from Office 365, such as Skype for Business, co-authoring, and other Office 365 tools."



Computacenter were flexible in their approach, which allowed us to put in place a simple process to connect all the AV devices to start our meetings on time.

**Bhupinder Kahlon**  
IT Relationship Manager  
Heathrow



## SOLUTION

### Dramatic transformation in less than six months

To ensure they implemented the right solution, Heathrow turned to long-term IT partner, Computacenter. During a six-month project, Computacenter delivered 110 state-of-the-art meeting and collaboration spaces for 7,000 Heathrow Airport colleagues across the Heathrow Airport Campus, including Head Office.

These new meeting and collaboration spaces were furnished with leading-edge equipment, such as NEC large format displays, sized from 40-inch screens to 65-inch. Accompanying projectors were also installed, while additional equipment included Jabra audio facilities and Microsoft wireless accessories.

As requested by Heathrow, the solution also complements the progressive suite of digital workplace applications that Computacenter had already delivered, which include messaging, audio and video conferencing using Skype for Business, and document storage and sharing using Microsoft OneDrive and SharePoint.



Working with Computacenter, we have found a solution that worked for all the different types of meeting rooms we have.

**Bhupinder Kahlon**  
IT Relationship Manager  
Heathrow



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## ABOUT HEATHROW

With two runways and four terminals, Heathrow is the second busiest airport in the world by international passenger traffic, as well as the busiest airport in Europe and, of course, in the UK. From here, some 84 airlines fly 70 million passengers direct to over 204 destinations worldwide, in 85 countries. Furthermore, Heathrow is the UK's most important port, carrying more than 25 per cent of the country's exports in terms of value. Meanwhile, 76,000 people from 400 businesses operate across the airport. Since 2013, Heathrow has invested £11 billion into improving the airport, which represents one of the largest private sector investments in UK infrastructure. This is part of its aim of 'making every journey better' while creating jobs and supporting economic growth.

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## OUTCOME

### Providing a better experience for staff and customers

The new and diverse set of meeting spaces that Computacenter have installed, have significantly improved the meeting experience for Heathrow staff.

However, what was also key to Computacenter's success, was the early adoption of a flexible approach to user testing. This ensured that there wouldn't be any glitches further down the line once kit was deployed. As Bhupinder Kahlon confirms: "Computacenter were flexible in their approach and allowed us to test devices prior to agreeing the right equipment, which allowed us to put in place a simple process to connect all the AV devices to start our meetings on time."

In summary, the upgraded meeting room experience compliments the already modernised and consistent digital workplace, and brings the following advantages to Heathrow staff:

**Increased user satisfaction:** The vastly-improved meeting spaces contain state-of-the-art equipment, which helps to significantly improve the meeting experience of staff. Such an experience, in combination with the benefits from the Digital Workplace Programme, has enhanced staff motivation, satisfaction and retention.

**Improved communication and collaboration:** The combination of the much-improved digital workplace experience, and the new meeting room experience, has enabled Heathrow colleagues to engage in more flexible and secure communication. As a result, staff are now able to collaborate from across the business with ease, using several different methods.

**Increased productivity:** The modernised communication and collaboration experience offered by the new meeting spaces drives faster decision-making. Colleagues are also working faster and smarter, are better informed, and therefore more productive.

"Working with Computacenter, we have found a solution that worked for all the different types of meeting rooms that we have," concludes Bhupinder.

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## MORE INFORMATION

To find out more about our advisory services and read more customer case studies, please log on to [www.computacenter.com](http://www.computacenter.com)