

# OPERATIONAL PERFORMANCE READY FOR TAKE OFF

Brussels Airport drives operational performance and improves customer satisfaction with the help of Honeywell technologies.

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Case Study

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**Honeywell**

Set right in the heart of Europe, Brussels Airport is a rapidly growing transportation hub and one of the most modern airports in the world. With a clear sense of direction, Brussels Airport aims to become a fully-connected economic centre that houses the best airport on the continent. To make this happen, airport officials developed the '2040 Vision' which focuses primarily on economic development, with respect for the environment and the community it belongs to. The future development of Brussels Airport will increase the number of destinations, improve passenger experience, along with business opportunities. To bring this vision to life, airport officials turned to Honeywell for help.

### THE NEEDS

- Implement an integrated Building Management solution for first-class service delivery to drive productivity and prevent downtime
- Ensure regulatory compliance
- Enable technical installations to be operational 24/7
- Improve real-time monitoring and control of 13 vital sub-systems
- Own strong, responsive maintenance capabilities to enhance customer satisfaction

### THE SOLUTION

Drawing upon its proven expertise in more than 500 airports worldwide, Honeywell developed an Airport Management System (AMS) for Brussels Airport. The AMS integrates and supervises 16 different Honeywell and third-party technical airport management subsystems at Brussels Airport. With all the buildings and installations categorized by zone, this central platform ensures any fault is quickly pinpointed and prioritized. This integrated AMS ensures that the relevant maintenance team is notified in the event of a component failure or calamity.

### FACTS AND FIGURES

**Operates 208 destinations in 85 countries**

**26 million passengers in 2018 with a 3,8 % increase, yearly\***

**Approximately 70.000 air freight volumes in 2018 with a 4,7 increase yearly**

\*growth percentage pre Covid-19 crisis

**Honeywell manages sub-16 systems as part of the AMS, both owned systems and delivered by third-parties.**

 Heating, Ventilation and Air Conditioning

 Fire Detection

 Access Control & CCTV (Security)

 Boarding Bridges

 Mechanical - Lifts & Escalators

 High Voltage Equipments

 Docking & Guiding System

 Water Reservoir

 Water Purification Station

 Electricity

 Pump Equipment

 Screening Equipment (X Ray)

 Fire Fighting

 PCA & 400 Hz

 Pre Conditioned Air (PCA)

 Baggage Handling

● Honeywell

● Third-Party

Honeywell technology masterminds the key airport sub-systems such as:

#### **Climate Control**

This includes heating, ventilation, and air conditioning throughout Piers A and B, boarding bridges, the Topaz building, the Terminal building and the connector building – monitored and controlled by 450 Honeywell primary controllers and 2000 room controllers. Honeywell technology also smoothes the temperature transition between pier and airplane and delivers clean air to all docked aircrafts.

The system is connected to the Central DataBase (CDB) of Brussels Airport. The CDB system provides the flight schedule data so that Honeywell equipment can control the temperature of the Boarding Bridges in an optimized way.

#### **Fire Protection**

Honeywell's fire protection system supports life safety management. It controls sprinklers, smoke curtains, smoke extraction units, fire dampers and, elevators.

#### **Boarding Bridges, Pre Conditioned Air (PCA) and 400Hz**

Honeywell technology also manages the efficient operations of the boarding bridges, the PCA and 400Hz equipments and reports alarms, defects, and status to the AMS.

#### **Helpdesk Infrastructure and Facilities**

This help desk plays a crucial role in the daily maintenance process of the airport and is staffed 24 hours a day, 365 days a year by Honeywell and a third-party company. All multi-technical problems are reported to the help desk and the smooth dispatching ensures the airport functions as it should. The help desk therefore contributes to optimizing passenger and user experience, in a comfortable, safe and sustainable way.



## THE BENEFITS

Brussels Airport Company manages an airport that is safer, more secure, more comfortable, energy efficient and more productive thus delivering on the airport's sustainability vision.

- Improved productivity and uptime through the Airport Management System
- Achieved measurable performance improvements thanks to a single point of control
- Ensured regulatory compliance and uninterrupted operations for technical installations.
- Optimized real-time monitoring and control of 13 vital sub-systems
- Responsive and competent maintenance that improves customer satisfaction
- Implemented real-time and historical reporting
- Increased comfort and security for staff and passengers

“Honeywell’s Airport Management System provides an enterprise-wide view and, through one access point, pulls together all the real-time and historical data needed to drive efficiency across the airport. Brussels Airport is a perfect example of the Connected Airport where the technology serves the vision of becoming the best. We are looking forward to further supporting this journey.”

**ERIK WELLEMANS**  
GENERAL MANAGER  
HONEYWELL SERVICES BENELUX

### For more information

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