

Mercator Case Study

Corporate Offices : Emirates Group Head Quarters

Design ♦ Build ♦ Operate ♦ Support



There has been significant growth within The Emirates Group since the parent company was formed in 1985. Due to this growth, The Emirates Group decided that there was an opportunity to both consolidate key Dubai based business operations into one central location and, at the same time, make efficiency improvements by leveraging a link to the new dedicated Terminal 3 at Dubai International Airport for all crew processing.

This was an ideal opportunity to incorporate the latest technological advances into the design and implementation of an effective, high availability IT environment supporting all systems and assets that Emirates Group would use to run its operations at the new head quarters. For example, the crew reporting and eGate clearance system was a new concept providing an interface between the crewing application, DNRD eGate system, and Emirates BGS system - all in real time.

"Translating ideas into reality and making it all come together is a work of art and takes sheer effort, organisation and a determination to make it happen. I am proud to say that in the Mercator team, the company should be cognisant and grateful for the people you have. There is little else I could ask of them."

Chris Peet, Vice President - Network Control and Logistics, Emirates Airline



The project included the implementation of LAN, WAN and wireless infrastructure for a capacity of 5000 users over 12 floors, and integration with the Emirates Data Centres, Airport campus network and third party networks such as the Baggage Handling System (BHS). It also included migrating over 3000 users to the new facility with zero operational downtime.

"The challenge was given to Mercator to take advantage of the latest technology available to make process efficiencies and cost reductions. Mercator designed a single network to handle both wired and wireless capability, and introduced voice over IP telephony integrated to the building management system - significantly reducing operational costs. By consolidating the majority of our airline business functions in one location we are able to utilise shared resources, such as our state of the art conference facilities, and the proximity to the airport allows us to use IT technology to better integrate all functions - from network control and crew processing to departure."

Nigel Hopkins, Executive Vice President - Service Departments, Emirates Airline

Mercator Case Study

Corporate Offices : Emirates Group Head Quarters

Design ♦ Build ♦ Operate ♦ Support



As the new facilities are so heavily dependent on technology, a great deal of planning had to go into the project to ensure system availability and failover where necessary. Mercator designed, exhaustively tested and deployed the entire IT environment: from typical infrastructure, (network connectivity); end user equipment, (PCs); specialist equipment, (time and recording biometric devices); to common area equipment (self check-in kiosks specifically designed for crew to check-in); and access to Corporate functionality (e-mail, printing etc.).

Below is the main scope of the project:

- Passive network design and implementation
 - Diligently designed structured cabling infrastructure (Cat6/Fibre)
- Active Network design and implementation - Campus network (LAN & WAN)
- Wireless Network with over 300 access points
 - Secure corporate and guest access networks available
- UHF/VHF technology for ground to air communication
- ATC and weather report real time feeds directly from the airport control tower
- VOIP Telephones PABX system (5000 extensions)
- Specially designed video conferencing systems to reduce travel costs
- Access control system using HID Card for secure building entry and exit
- Server and Storage service (F&P and main frame connectivity)
- Messaging services (Email/Type – B messaging)
- Connection with 3250 end user devices (PCs and printers)
- Interface with Applications and AV devices
- Server Room and its configuration, including UPS
 - Digital Signage
 - Interface to other systems
 - NCC network control systems
 - BHS system
 - Crew processing system
 - Building management system
 - Visitor management system
 - Parking management system
- Migration from the existing premises included:
 - Testing and relocating more than 400 applications across 65 departments
 - Re-allocation of users IDs
 - Training, advice and on site support during and after migrating to the new location.

All infrastructure and applications are supported 24/7 by Mercator, and all of the business critical systems are hosted in the Mercator Data Centres.

“Mercator is an end to end IT service provider with an enviable proven track record in delivery of large scale IT infrastructure projects.”

Duncan Alexander, Vice President, Mercator

Services available from Mercator include:

- Hotel IT System Auditing and IT Governance
- Sourcing of hardware, software and infrastructure
- IT Consultancy
- Project Management
- Procurement and Implementation Services
- Data Center Hosting
- Call Center Services
- On Site or Remote Support