HONOLULU INTERNATIONAL AIRPORT CASE STUDY

Cloud-based hotspot management made easy.

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OVERVIEW

Honolulu Airport is the busiest, and the largest airport in Hawaii owned by the State of Hawaii, operated by the Department of Transportation. In 2008, the airport authorities decided to provide WiFi based Internet service to all the passengers arriving and departing from the airport. They wanted to award the contract to the local business as a part of the community outreach program. The service would offer WiFi services across all the terminals and common areas. The passengers would be able to avail the service on their laptops and mobile phones.

REQUIREMENT

- Fast WiFi
- Reliable WiFi
- WiFi monetisation
- 24x7 support
- Complete integration with existing network hardware
- Management of High Density User Traffic
- Dividing bandwidth equally among all users

HOW WE HELPED

- Simplified control of network through WiFiLan
- Set-up mobile optimised Captive Portal for passengers
- Live monitoring of over 500 Access Points
- Set-up payment gateway integrated in Captive Portal to monetise WiFi
- Remote troubleshooting
- Total BYOD support
- Integration with existing

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Honolulu International Airport is one of the busiest airports in United States that serves over 21 million passengers every year. It is the main gateway to the islands of Hawaii and serves as the hub for Hawaiian Airlines. It has 3 terminals for passenger traffic that covers an approximate area of 3.75 million square feet.

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Problem

Back in 2008, WiFi service was a novelty and required a lot of capital expenditure. The Internet bandwidth cost was also significant. As a result, WiFi Internet was offered as a paid service. Airports worldwide were offering tiered service plans ranging from 2 hours to 24 hours. Honolulu Airport authorities appointed ShakaNet Inc, a company based on Honolulu to run the WiFi Internet operations for 5 years after a rigorous RFP process. ShakaNet was in the business of providing WiFi Internet access in hotels, resorts, public building across Hawaii. They had several years of experience in installing WiFi hotspots. However, they lacked the expertise for running the WiFi networks. ShakaNet engaged Indio Networks to help them run their WiFi hotspots including the Honolulu Airport WiFi. ShakaNet had installed over 300 HP access points across the three terminals. All the access points were connected back to the core switch and HP MSM controller. ShakaNet had provisioned 1 Gbps Internet connection for guest WiFi.

Challenges

The scope of the project was huge. Here are a few key challenges we encountered while implementing the project:

- Large area to cover
- Segmentation of access to WiFi to airport staff and guests
- Managing high density of people
- Working with multiple third party System Integrators

Solution

Indio Networks implemented its WiFiLAN OSS/BSS service to run the guest WiFi network at all ShakaNet locations. It also was responsible for implementing the captive portal as per the design requirements from the airport authorities. The complete system was installed in the network operating centre provided by ShakaNet. The MSM controller was responsible for running the hotspot service on the WiFi network. It functioned as an Internet

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gateway thus controlling the access to the Internet. The passengers were redirected to a captive portal for authentication. The captive portal also provided the user registration function. Multiple payment plans were configured on the captive portal and the user was prompted to choose one of the payment plans during registration. The users were offered three type of payment options - 2 hours, 5 hours and 24 hours. WiFiLAN OSS/BSS had implemented integration with Authorize.Net payment gateway which was used for credit card clearing. The complete system was PCI/DSS compliant and regular security audits were implemented to ensure that the user's sensitive information was not compromised.

Impact

The project resulted in impacting the WiFi service at Honolulu in a number of ways. The WiFi service proved to be a great value addition for the airport. The passengers visiting Hawaii were greeted with a fast and reliable WiFi service when they arrived at the airport. They used the service for finding local information, booking taxi, hotel checkin, photo uploading or chatting with their friends and family. The passengers gave very good feedback and review for the service on TripAdvisor and other websites. Here are a few key highlights of the impact:

- Handled 50,000 passengers daily
- Maintained uptime of 99% of WiFi infrastructure
- Generated over $300K in revenue for Honolulu Airport through WiFi monetisation
- Significant improvement in passenger satisfaction ratings for WiFi
- Positive sentiment expressed towards the Airport management
- Happy Passengers!