CUSTOMER SUCCESS STORY

Quick Facts

CUSTOMER:

All Nippon Airways (ANA)

CHALLENGE:

Needed to accurately support the safety and schedules of over 900 daily flights in the event of mission critical operations

SOLUTION:

Engage Mitsubishi Electric Information Systems Corporation (MDIS), KDDI Corporation and IPC to deliver IPC's Alliance MX and IQ/MAX turrets.

CUSTOMER BENEFITS:

- Highly reliable, easily expandable with single backroom management platform
- Assured instant communication link to execute mission critical tasks without fails
- Real time information sharing among various divisions
- Instant emergency calls and information exchanges under emergency situations
- Extremely high reliability and flexibility with the distributed and mesh architecture

IPC's IQ/MAX Turrets in use at All Nippon Airways

CHALLENGE

Operation Management Center (OMC) of All Nippon Airways (ANA) needed to manage all of their 900+ domestic and international daily flights in event of poor weather conditions or malfunctioning equipment, by quickly and safely providing an alternative destination, equipment or staff. ANA required real time information sharing across various divisions to be able to initiate calls instantly under emergency settings.

SOLUTION

ANA selected Mitsubishi Electric Information Systems Corporation (MDIS), KDDI and IPC to provide a solution complete with planning, installation, and daily system maintenance, in addition to the project integration rollout.

MDIS installed IQ/MAX turrets from IPC in December 2009. This system is being used by their Operation Management Center (OMC), Station Control Center (STC) in Haneda Airport, and also other divisions like passenger management, flight management or affiliated companies as the very important and critical tool to support safety and flight schedule accuracy for all ANA flights over 900 per day.

One of the main features of this system is the fact that the system is using the specialized phone system that is used in the trading market by financial institutions. Thus the system can provide 1. Assured instant communication link to execute mission critical tasks without fails 2. Real time information sharing among various divisions 3. Instant emergency calls and information exchanges under emergency situations.

RESULTS

'Highly reliable, easily expandable with single backroom management platform that can provide services to multiple offices were essential requirement due to the critical missions they are responsible on for the system they newly install.' Said Mr. Yukio Okumura (Director of OMC). He continued 'In addition, MDIS's experience and knowledge gained though their flight operational systems was also important factor of the vendor selection without doubt.'

IPC turret realized extremely high reliability and flexibility utilizing its distributed and mesh architecture, besides taking advantages of IP technologies.
For the project, KDDI took an very important role on installation and after sales daily system maintenance service besides MDIS overall project integration roll.

Mr. Okumura adds 'At the time of recent 3.11 event hit Tohoku and Kanto area, the airport function suffered had completed stopped, yet, the system contributed to minimize the influence of the damages for flights sharing all necessary information between teams within our organization.'

ANA had selected IPC system again in 2010 when they expanded their OMC or STC teams. All Nippon Airways plan to enforce their communication among divisions so that they can provide even more competent level of service quality that will be more demanded under increased competition against other Asian airliners.

CUSTOMER SUCCESS STORY

SPOTLIGHT:

All Nippon Airways (ANA) is the ninth largest airline in the world by revenues and the largest in Japan by passenger numbers. Founded in 1952, it flies today to 78 domestic and international cities in a fleet of 228 aircraft serving a network of 163 routes. ANA has 33,000 employees and operates about 1,000 flights a day. In 2010, it carried 43 million passengers and generated revenues of $16bn. ANA has been a core member of Star Alliance since 1999 and more than 20 million members belong to its Frequent Flyer Program (ANA Mileage Club). ANA is the launch customer for the world's newest and most advanced passenger aircraft, the Boeing 787 Dreamliner. For more information on ANA, visit, *www.ana.co.jp*

ABOUT IPC

IPC Systems offers high and low touch trading communications solutions to the global financial trading community including the top investment banks, hedge funds and investment managers in established and emerging markets. With 100% focus on this sector and nearly 40 years of expertise and an unrivaled record of innovation, IPC provides customers with unified solutions that support collaborative voice trading and real-time electronic trading and market data connectivity.

IPC's market-leading offerings include the first unified communications/ application platform, award-winning hard and soft turrets, electronic connectivity services including enhanced voice services, business continuity solutions, and follow-the-sun service and support. IPC's global reach extends to more than 58 countries – including a Financial Extranet of 4,000 on-net locations in over 700 cities and more than 115,000 turrets deployed worldwide. Headquartered in Jersey City, New Jersey, IPC has approximately 1,000 employees located throughout the Americas and the EMEA and Asia-Pacific regions. For more information, visit *www.ipc.com*.

ABOUT MDIS

Mitsubishi Electric Information Systems Corporation (MDIS) was established in April, 2001 with the aim of bringing a more flexible company and fresh ideas to adapt to the ever-changing IT industry, with the separation of Information Systems Division of Mitsubishi Electric Corporation. The mission of MDIS is to provide the most advanced solutions to the information technologies industry and maximizing the industrial and technological strength of Mitsubishi Group. MDIS, as an independent business unit of Mitsubishi Electric, and is fully responsible for the IT business market segment as part of Mitsubishi Group companies.

SUPPORTED BY

MDIS

ABOUT KDDI

KDDI Corporation, as a comprehensive communications company offering both fixed-line and mobile communications services, strives to be a leading company during changing times.

For individual customers, KDDI offers its mobile communications (au mobile phone) and fixed-line communications (broadband Internet/telephone) services under the brand name "au", helping to realize new seamless communications environments. And for business clients, KDDI provides all services in the ICT (Information and Communication Technology) realm, from FMC (Fixed Mobile Convergence) networks to data centers, applications, and security strategies, to help clients strengthen their businesses.

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KDDI

IPC

INNOVATION IN TRADING COMMUNICATION

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