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## BEONTRA SCENARIO PLANNING

*Customer Success Story:  
Hamad International Airport (HIA)*



## AIRPORT CHARACTERISTICS

|                       |  |   |
|-----------------------|--|---|
| <b>Project Name</b>   | Operational Terminal Awareness for Hamad International Airport |   |
| <b>Client</b>         | Hamad International Airport<br>Doha, Qatar                     |   |
| <b>Client Details</b> | IATA Code:   | DOH   |
|                       | ICAO Code:   | OTHH  |
|                       | Owner:   | Qatar Company for Airports Operation and Management (MATAR) |
|                       | Number of passengers:  | 38.8 Million p.a. (2019)                                    |
|                       | Movements:   | 232,918 p.a. (2019)   |

## PROJECT BACKGROUND

### Client Profile

Hamad International Airport (HIA) is Qatar's 5-star airport, currently ranked as the third-best airport in the world. With around 80% of the world's population within a 6-hour flight from HIA, the airport is positioned as the gateway to Qatar, the Gulf and the world.

HIA is one of the most operationally efficient airports in the world, with passengers at the heart of its strategy. Therefore, effective planning of customer-facing processes is a priority which enables a fast and hassle-free passenger experience.

### Objective

HIA was **looking to improve the planning and situational awareness of processes and facilities within the terminal**, including transfer passengers, which makes up the majority of passengers processed. The airport required a solution which would provide every stakeholder access to the most accurate and recent information, increase information transparency across the airport, reduce passenger queueing times and ultimately improve passenger experience.

## BEONTRA SOLUTION

### Project Implementation

BEONTRA has implemented the Operational Terminal Awareness solution at Hamad International Airport to carry out proactive disruption mitigation within the terminal via near-real-time predictions. By merging three input sources ( live flight data from the Airport Operational Data Base, booking and connecting details from the home carrier and the forecast created by the Scheduling and Planning team) users are provided with the most accurate information for their operational planning requirements.

This central data source is updated in near-real-time and feeds an operational dashboard customized for every user group, showing information that has not been available before in a comprehensive and easily accessible way. This solution acts as a single source of forecasting data for all terminal stakeholders. It provides fast insights and suggestions during peak times and the predicted effects on the facilities helps stakeholders across the terminal adjust to the upcoming passenger demands (for the current day and up to two days ahead).

The combination of live flight data with detailed passenger numbers from the national carrier delivers a new level of information and forecasting accuracy and reliability. It is accessible via a web-based operational dashboard as well as a flexible reporting platform which can be accessed online. The dashboard is shown on the video wall in the Airport Operations Centre and several screens at different airport locations.

### HIA Team

Supported by BEONTRA, the Operational Terminal Awareness project is managed by the Scheduling and Planning team of Hamad International Airport, who have created more than 20 tailored reports and analysis and have introduced these across 5 departments and multiple teams at the airport as well as external contractors and government agencies.

All of these various stakeholders now have access to reports based on a dynamic live schedule, including passenger numbers & predicted passenger flows for the terminal. They receive scheduled reports via e-mail, resulting in more than 100 consumers from one central and common data source. The usage is still being extended to more departments over time.

Overall, this leads to better informed airport staff, which in turn results in more efficient operations and a better passenger experience.

*“In 2017 HIA and BEONTRA started the collaboration to implement the BEONTRA forecasting suite for Hamad International Airport. Ranging from strategic to operational forecasting, BEONTRA provided extensive know-how and is a trustful partner for HIA to improve our forecasting.”*

**Jan Metsovitis**  
Senior Vice President Operations  
Hamad International Airport

## OUTCOME and BENEFITS

The introduction of the BEONTRA Operational Terminal Awareness solution has brought benefits to both the planning and operational teams at HIA. It enables the planning team to present timely information customized to individual requirements of various terminal stakeholders while reducing workload, as this information is shared through automatic means. At the same time, many users have been presented with information that has not been available to them previously. Though different areas of the terminal may be catered by different departments, everyone is looking at the same “facts”.

Flexibility in creating and sharing content using the BEONTRA solution has also proven to be exceptionally useful during the COVID-19 crisis, as requirements of terminal stakeholders are continuously evolving, and the importance of operational excellence is more crucial than ever. In such circumstances, BEONTRA has enabled the planning team to respond to this demand without a significant increase in workload.

To receive more information on how BEONTRA’s solution Operational Terminal Awareness can help improve your terminal operations and passenger experience, contact us via [info@beontra.com](mailto:info@beontra.com).