



Manchester Airport achieves business- critical resilience and safety through MOTOTRBO™ Capacity Max

Manchester Airport opened in 1938 and is part of the Manchester Airports Group. It is an international airport located in Ringway, just outside Manchester. As the third busiest airport in the UK, it has grown to become a key hub for both domestic and international travel, serving over 29 million passengers annually. Today, it has three terminals, offering a variety of amenities, such as shops, restaurants and lounges. The airport continues to expand and upgrade its infrastructure, highlighting its role as a crucial component of the UK's transportation network.



Customer

Manchester Airport

Partner

Radiocomms Systems Ltd

Industry

Aviation

Solutions

A MOTOTRBO Capacity Max system comprising:

- MOTOTRBO R7 radios
- MOTOTRBO DP4801e two-way radios
- TRBOnet Enterprise
- Managed service

Challenge

As Manchester Airport continued to expand, the demands on its communication infrastructure grew exponentially. The bustling airport faced an array of challenges. One of the most pressing issues was keeping various teams connected and informed, especially during incidents. Whether it was a minor disruption or a major emergency, seamless communication could make the difference in maintaining operational continuity and safety at the airport. Ground and air staffing shortages added another layer of complexity, along with the growing demand for skilled workers to man immigration and security checkpoints, manage cargo movements and ensure that flights departed and arrived on time.

Solution

Partnering with Radiocom, its long-term communications technology partner, Manchester Airport deployed a MOTOTRBO Capacity Max radio communications system complemented by a TRBOnet Enterprise dispatch solution to meet its multifaceted requirements head-on. As Billy Adams, Data Centre IT Manager at MAG, explains: "From the start of the project, we had Radiocom on board. They took everybody's requirements into consideration and designed a system around that."

A key benefit of MOTOTRBO Capacity Max is its resilience. Should a major part fail for some reason, the system automatically switches to backup units to reroute traffic, allowing the local connection to operate independently and eliminating any single point of failure, unlike other technologies. Moreover, with advanced features, such as AES256 encryption, location tracking and emergency alerts on all handheld and mobile vehicle radios, the airport has significantly enhanced both security and efficiency. And, to further support the system, Manchester Airport opted for Radiocom's fully managed service, which includes a guaranteed SLA framework designed to ensure contractual compliance and strict adherence to security standards and system management.



"Should communications fail in our airport, that could have catastrophic consequences. We have seen many incidents worldwide where poor communications have led to significant casualties. Having reliable communications that we can use to coordinate our efforts with air traffic control, emergency services, airlines and ground handlers, for example, is absolutely essential."

– Rob Salzano, Airfield Operations Manager, Manchester Airports Group (MAG)



Benefits

As Billy Adams summarises: “Without the MOTOTRBO Capacity Max system, we would have to close the airport – it’s that simple.” Indeed, the heart of a radio system lies in its users, and their feedback has been a vital catalyst for driving change and improvements, as well as the expansion of the installation: the MOTOTRBO system has now been rolled out to over 1,600 users, both air and landside, including security teams, air traffic officers, amenities, airlines, services, car park attendees and shuttle buses.

Furthermore, with the integration of TRBOnet Enterprise, Manchester Airport can now analyse past incidents to check protocol was met and to further boost health and safety. This, along with the ease-of-operation of the radios, has been invaluable, as the airport continues to onboard new staff to keep up with its expansion. Manchester Airport now has a communications system that it knows it can rely on and is designed with inbuilt scalability, to ensure it can support increased capacity as and when required.



Benefits

- Improved airport and services coordination
- Real-time information flow
- Highly resilient system
- Easily scalable solution to meet future expansion: already 1,600 users
- 24/7/365 on-site support from Radiocoms





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