

Ryanair achieves superior connectivity with MOTOTRBO™ for its ground handling staff at London Stansted Airport

The Irish budget airline Ryanair was founded in 1984 with its primary operational bases at Dublin and London Stansted airports. As one of the world's largest international airlines, the Ryanair Holdings family includes Ryanair UK, Ryanair Sun, Malta Air and Lauda as sister airlines. In 2018, Ryanair appointed OmniServ (operating as Blue Handling) as its new handler for its London Stansted Airport base. Blue Handling provides Ryanair's check-in, baggage and ground operations handling at Stansted for over 40 based aircraft and more than 200 daily departures.



Customer

Ryanair

Partner

Radiocomms Systems Ltd

Industry

Aviation

Solutions

A MOTOTRBO system comprising:

- R7 portable two-way radios
- DP4801e portable two-way radios
- DM4601e mobile two-way radios

Challenge

Ryanair is continuously evolving to meet the ever-changing landscape of the aviation industry. With a commitment to understanding its passenger journey, airport experience and employee satisfaction, the company turned to its long-standing communications partner, Radiocom Systems Ltd, to assist in its digital transformation. Radiocom has a proven track record in understanding the operational constraints of airlines, and unrivalled engineering capabilities in the deployment of digital radio platforms within the aviation vertical, and has been a long-term partner of Motorola Solutions.

Solution

Radiocom recommended a MOTOTRBO system as a future-proof solution, and MOTOTRBO DP4801e portable two-way radios for mobile staff, together with DM4601e mobile two-way radios for desks and the control room, were successfully trialled and rolled out. The system offers robust and reliable coverage and excellent audio, even in noisy environments, and both devices offer a modern design, with full keypad and colour LCD screen that provides clear and intuitive features such as battery level, signal strength and text messaging. The latest MOTOTRBO R7 radios are now also starting to be introduced; their next-level noise cancelling, loudness and clarity make these models an ideal choice for the aviation sector.

Ryanair was also keen to have the radios programmed to the specific requirements of individual departments and job specifications; and, with Radiocom's advice, Ryanair chose a group structure tailored to each business area for private group conversations. However, users also can make an all-call when required or during an emergency.



“As part of our successful self-handling operation at London Stansted Airport, which is our biggest base in the Ryanair network, we chose the new digital radio system for our Blue Handling staff. Using nearly 200 radios throughout our operation, there is a marked improvement in the quality of service we now experience. It is imperative we have superior connectivity, enabling us to deliver the best operation with the highest level of communications. Radiocom has delivered on our high expectations and I would recommend Motorola Solutions and Radiocom to other partners working in a similar airport environment.”

– Chris Hughes, Base Manager, Ryanair



Benefits

Ryanair really appreciates the flexible and collaborative technology; indeed, the MOTOTRBO system is enabling its ground handling teams to make rapid, informed decisions which, in turn, has led to improved customer service. Moreover, the Motorola Solutions MOTOTRBO portfolio is being continuously developed and expanded and, as Ryanair has various warranty agreements in place, it benefits from regular software innovations and updates to keep its fleet operating effectively.

Chris Hughes, Ryanair Base Manager, summarised: "As part of our successful self-handling operation at Stansted Airport, which is our biggest base in the Ryanair network, we chose the new digital radio system for our Blue Handling staff. Using nearly 200 radios throughout our operation, there is a marked improvement in the quality of service we now experience. It is imperative we have superior connectivity, enabling us to deliver the best operation with the highest level of communications."



Benefits

- Flexible and collaborative technology
- System allows for rapid, informed decisions
- Improved customer service
- Warranty enhancements for continual software innovations





To learn more, visit:
www.motorolasolutions.com



Motorola Solutions Ltd., Nova South, 160 Victoria Street, London, SW1E 5LB, United Kingdom

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the stylised M logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under licence. All other trademarks are the property of their respective owners. ©2024 Motorola Solutions Inc. All rights reserved. 11/2024