Changi Airport Group
Case Study – Architecture

Challenge

More than 100 airlines operating at Changi Airport, which connects the city state of Singapore to over 400 cities in about 100 countries and territories around the world. Changi Airport is the sixth busiest airport for international passenger traffic, and in 2017, achieved a major milestone as it welcomed its 60 millionth passenger.

Home to around 1,800 employees, including more than 500 in the Airport Emergency Service, CAG's office is spread across two floors in Terminal 2.

Solution

To enhance the productivity of its workforce, CAG leveraged the power of Crestron touch screen panels and video matrix systems to streamline processes and realise operational efficiencies.

A project completed with our Elite Partner

DVI SOLUTIONS

CRESTRON®   Technology for every space

crestron.com

Integrated technology that enables world-class service

About Changi Airport Group

Whether you are someone craving new adventures to foreign places, a dreamer consumed by wanderlust, or a traveller simply making a business trip, Changi Airport – one of the world's most awarded airport - needs no introduction.

As Singapore's primary civilian airport and one of the busiest airports in the world, Changi Airport has consistently won global accolades and the hearts of travellers all over the globe for its facilities and commitment to providing the best in airport service quality.

Behind this world-class airport is Changi Airport Group (CAG), which undertakes key functions focusing on airport operations and management, air hub development, commercial activities and airport emergency services. Their mission is simple: to be the world's leading airport company, growing a safe, secure and vibrant air hub in Singapore and enhancing the communities they serve worldwide.

CAG also manages Seletar Airport, Singapore's secondary civilian airport, and through its subsidiary Changi Airports International, invests in and manages foreign airports.

"Crestron solutions have truly allowed for control to be put in our team's hands"

For a company managing airport operations, commercial activities, airport emergency services and air hub development, including more than 7,200 flights every week, seamless communications across teams is especially critical.

As its workforce grew, CAG recognised that collaboration and communication was key to driving the business forward, and that technology could play a key role in enabling productivity. In addition, there was a vital need to ensure that these technologies were uniform throughout the infrastructure.

To set this in motion, CAG's People Services team, Engineering team, and IT team came together and enlisted the help of design consultants to shortlist solutions providers through a thorough evaluation of their proposals. Ultimately, Crestron's offerings emerged as their top choice, thanks to the easy-to-manage and flexible nature of Crestron's suite of products.

Meetings and huddles were a daily essential to a growing team working across so many different functions. To facilitate these, the number of meeting rooms were tripled to accommodate the pace of business.

Room capacities saw a significant revision – from a smaller number of larger rooms that could hold up to 30 people, rooms were broken down to accommodate groups of 4 to 8 instead. This resulted in the creation of some 100 rooms, making it possible for employees to locate a flexible working space for their meetings.

Working together with CAG's People Services, Engineering, and IT teams, Crestron and its Elite Partner D.V.I Solutions came together to outfit CAG's working spaces with touch panels and video matrix systems. The touch panels provided the team with the ability to indicate room availability remotely, along with at-a-glance meeting and scheduling information.

These made the process of identifying and reserving any room on the network that much easier, especially for those who were not familiar with digital processes.

Within each meeting room, Crestron's video matrix systems provided users with speedy digital video and audio switching, along with lossless HD multi-room signal distribution, no matter the type of AV source. The agile and flexible nature of the system additionally supports all digital systems such as HDTV receivers, computers, cameras, within any area.

It also manages disparate AV signals and devices to deliver a transparent user experience, and to ensure an optimum video image and audio signal at every location – making it an ideal solution for CAG's workforce who relies heavily on digital presentation systems in their everyday work.

In the pantry and dining rooms, these same solutions doubled up as collaborative huddle spaces, allowing the team to host informal brown bags and town hall sessions over a hearty lunch.

Integrated Seamlessly

The changes took a year to set up, and since then, the company has noticed marked changes in the way their teams work together. With the help of brief user directions and signage in rooms outlining how to use the equipment, staff have found it easy to schedule meetings on the fly. Learning to operate the different systems and technologies within their working spaces was also no longer an intimidating process. Additionally, those orchestrating the project have observed that the solutions have brought about a decreased reliance on the IT team.

"Crestron's solutions have truly allowed for control of workspaces to be put in our employees' hands. Thanks to the easy-to-use interface of the products, our employees are able to quickly prepare the equipment they need for their meetings," said Adrian Wee, Senior Manager, People Services, People Team, Changi Airport Group.

"The convenience and reliability that comes along with using Crestron solutions have enabled our teams to perform even more efficiently and effectively. "

"As Crestron's top integrator for Singapore, we believe in helping our clients design/build workspaces of the future, suited to the needs of the current and future workforce. At DVI, we only use equipment that is highly reliable when it comes to the technology solutions that we implement, Crestron are industry leaders and their solutions can be integrated seamlessly into existing infrastructure," said Ken Tay, Solutions Architect, D.V.I Solutions (S) Pte Ltd.

For additional information on Crestron, visit our website: www.crestron.com

Visit DVI solutions for more information: www.dvi.solutions

CRESTRON®   Technology for every space

crestron.com