



CASE STUDY

Maxxess free the global jet-set from burdensome baggage

London-based start-up AirPortr has developed an innovative luggage transfer service that is taking the strain for air travellers. To maximise security across its expanding operations, the company chose a Maxxess eFusion solution that is helping to protect its estates and build its business while paving the way for future development and global growth.

Challenge

AirPortr (portr.com) was set up in London by three frequent fliers with a shared vision to create and shape a better way to travel. The service has created an easy and convenient way for tourists and business travellers to transfer their luggage to and from London Airports – so allowing them to make the most of their valuable time without cumbersome bags in tow.

Customers flying into London Heathrow, Gatwick or City Airports, can pre-book the service at portr.com or with the AirPortr teams in the arrivals hall. The luggage items (including sports equipment) are then delivered to the customer's preferred London address (hotel, office or home), at an agreed time later the same day. The return journey from London address to airport can also be booked.

To build a trusted brand in the highly risk-conscious air travel sector, AirPortr places security at the heart of its operations. It ensures the complete security of all luggage

within its stewardship and ensures full compliance with the airline industry's (airlines and airports) most stringent security demands. At the same time as protecting all luggage from damage, tampering and theft, the company needed a scalable security solution to support its global growth ambitions.

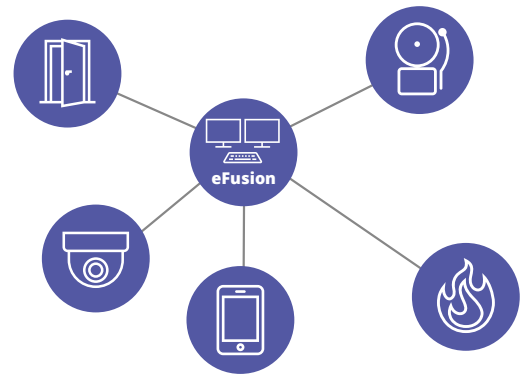
Solution

Following a four-way tender, AirPortr chose a fully integrated security solution built on the open-protocol Maxxess eFusion modular platform, with systems design and implementation delivered by highly accredited security specialists. The eFusion solution enables AirPortr to operate the highest levels of security at its dedicated London depots where luggage is held until being delivered to the next destination. Each piece of luggage is subject to rigorous security checks including x-ray scanning all luggage that

enters and leaves the airport and securely sealing each item. In addition, every item is surveillance time-stamped on collection and delivery to provide full track and trace accountability of its location plus confirmation of the exact time of entry and departure from the depot.



Key elements of the solution integrated onto the Maxxess eFusion platform include: access control from Third Millennium to secure all depot doors and entry points; a mix of Sony high-definition (HD) surveillance cameras for 24/7 monitoring; and Wavestore video management software (VMS) to simultaneously view, control and manage live video, recorded footage and integrated devices from one screen. Providing a complete track and trace capability, all access control actions are serially linked to the Wavestore VMS and in the event of a breach, a camera is automatically focused on the event quickly allowing security operatives to verify the facts in full-HD and quickly react to the situation. Wavestore's powerful data analytics are also facilitating key processes including time-stamping. To ensure military grade security, the system incorporates 128-bit encryption as standard. A decisive factor in the choice of Maxxess eFusion was its inherent flexibility, giving AirPortr the assurance of a scalable solution to support future growth. It was also attractive from a cost perspective, offering the best overall value, efficiency benefits and anticipated return on investment.



Benefits

Following successful implementation, AirPortr operations are protected with a unified, user-friendly IP-based security solution, including:

- Robust security provision at each local storage depot
- Seamless integration of Maxxess eFusion security management software with video surveillance and access control
- Military grade 128-bit encryption to meet the highest airline security standards
- Powerful reporting and data analytics for comprehensive track and trace
- Full scope and scalability to support future global expansion
- Multiple cost-efficiencies and attractive return on investment.

The future

The Maxxess solution will continue to deliver significant benefits to AirPortr, both in the short and long-term. As the first service of its kind in Europe, AirPortr will be looking to replicate its business model in other locations, while retaining its competitive edge as a leading innovator in travel technology. Now established at London's three leading airports, the company is focused on growth via global expansion, partner affiliations with airlines and hotel groups and added-value services to complement its core luggage transfer proposition.

As a modular framework, the solution has been customised to support future innovation that will enable AirPortr to add new services and extend its access control, surveillance and security infrastructure without compromising its rigorous commitment to quality.

"We take every aspect of security extremely seriously and leave nothing to chance. Our customers have absolute assurance that, with AirPortr, their valuables will be in safe hands 100% of the time. Following a meticulous procurement process, Maxxess eFusion was a cut above, giving us all the benefits of an agile security solution that can flex and grow with our business."

DANIELLE SHARP
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 AirPortr (portr.com)



www.maxxess-systems.com

To learn more about how eFusion can empower your organisation to transform security, call Maxxess today or email sales@maxxess-systems.com

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