ARINC CMUSE™ PRODUCT SPOTLIGHT

THE KEYS TO THE CLOUD: FLEXIBILITY AND THE PASSENGER EXPERIENCE

Passenger processing in the cloud – a leap forward for the passenger experience and operational flexibility

Based on the article originally published in Future Airport

With the continuous growth of the aviation industry around the world, airports, airlines and service providers are faced with the challenge of processing more and more passengers every year. New levels of automation, flexibility and scalability are important for airport operations to keep people moving safely and seamlessly, without straining budgets.

ARINC cMUSE™ combines our common use solutions that have been supporting the industry for decades with advanced cloud-based technology to offer users a new set of capabilities at a lower total cost of ownership. It is the only fully deployable cloud solution available for airports today.

In the following interview, Robin Springer, product manager, explains how ARINC cMUSE can reinvent your operations.

AT THE AIRPORT

How does ARINC cMUSE provide greater flexibility for the provision of services?

It is a true, cloud-based platform, not just a hosted solution. Airports can be a lot more dynamic in their approach to workstation deployment. With the right connectivity, you are no longer constrained to the limitations of specific check-in desks and gate areas.

How fast can you set up workstations?

This platform is almost completely automated and is rapidly deployable. Within minutes you can configure the workstation and its peripherals to meet the requirements of that location. The users with access to that station can perform check-in or boarding, right then and there.

How does this solution support the airport in the event of irregular operations?

The flexibility ARINC cMUSE provides is perfect for irregular operations that require provision within areas of the terminal not normally operational. In situations such as major delays and poor weather, airports are able to expand and scale their facilities to allow additional check-in capability. It also allows for off-airport check-in to support major events and conferences. Once the situation is resolved, it can be scaled down again to reduce terminal impact.

How quickly and easily can new features be made available on workstations?

With cloud technology, we no longer have to re-image devices across the terminals manually, which can take weeks. New features are automatically available in the cloud. Airport support teams can deploy new features on every workstation at that location in a controlled manner and in conjunction with change processes.

How does ARINC cMUSE help airports support airlines?

It encourages airlines to be more proactive and less restricted to features and capabilities, which allows them much greater flexibility. Using their preferred technology, software and browser, each airline can deploy the latest applications to passengers independently. This gives airlines a single version of its applications across all its sites.

How will it help optimize airport infrastructure?

ARINC cMUSE needs far fewer resources, less space and less on-site support to run efficiently than traditional systems. In a true cloud environment, airports can make much better use of infrastructure, reducing their footprint onsite by eliminating major installations in core rooms. Now, all you need is the right cloud network connectivity into the airport.

How does using a cloud-based system impact airport infrastructure costs?

A cloud-based system greatly reduces the total cost of ownership over the system and environment, right down to the workstations. As we're no longer restricted to specific workstation models and operating systems, airports can also benefit significantly by reducing physical device costs.

AIRLINE OPERATIONS

How easily can airlines add new deployments?

By pairing their existing common use passenger processing systems (CUPPS) and common use terminal equipment (CUTE) with ARINC cMUSE, airlines reduce operational readiness at new airports from weeks or months to just days. We effectively remove the constraints of needing network connectivity into each location per airline. With ARINC cMUSE connectivity, it's a simple matter of provisioning each airline's access to that station.

Can airlines add new applications safely?

We provide a sandbox environment, which is a complete replica of our operational system and its capabilities, with ARINC cMUSE This allows airlines to complete testing and updates to their applications without needing to plan and take part in lengthy testing in our labs, ensuring all changes are fully operational and functioning in the most efficient manner possible before they are pushed out.

How can applications be pulled to workstations with minimal disruption?

Once tested, operational and functioning, new versions of the applications are pushed out to our sites automatically. Local teams are then made aware of new versions and in conjunction with airline teams, they are pulled from the cloud and made available for on-site testing. This allows full deployment to happen quicker and in a more controlled manner, reducing physical interaction and impact on functional workstations in the terminal.

How does ARINC cMUSE enable airlines to keep up with the latest technology?

Airline applications are no longer constrained by the lowest common denominators within application capability, removing the need to be dependent on older versions of browsers and control sets. This helps airlines keep up with modern technology and deploy new features in a more controlled manner.

What is the impact on deployment time for new locations?

Because all services run from the cloud, without complex core room hardware requirements, we are able to deploy applications at new locations much more quickly. Even with the on-premise option, deployment uses the same technology, providing airports with automation tools to efficiently install and manage systems.

SUPPORT PROVIDERS AND GROUND HANDLERS

What is the ARINC cMUSE simplified support model?

Support providers and ground handlers will now have more capability than ever in supporting our sites. What took hours before to deploy and configure now takes minutes. Auto configuration of devices ensures minimal errors across the board from deployment through ongoing support.

What benefits do the centralized logging and search tools provide?

Our support and management tools and capabilities simplify the centralized logging and support structure, significantly reducing the cumbersome and lengthy processes to support the direct workstations.

How will downtime and service level agreement (SLA) management be improved?

The multi-layer, high availability across the AWS nodes enables much more efficient on-site SLA management. Pulling workstation logs is more user friendly and functional, providing quicker support to resolve issues and reduce downtime.

What remote support tools are offered?

Site and support teams have full real-time visibility of the health and environmental status of the system. You can see all workstations and devices connected to them. Automated alerts provide instant notifications to on-site engineers. All tools are accessible on any authorized desktop or mobile device.

How seamless is patch management?

ARINC cMUSE simplifies and increases the reliability of patch management. For both airline and platform updates, the patch is made available automatically, allowing for much quicker provisioning in a more controlled environment and ensuring all devices have the same versions immediately.

Will support providers have real-time operational awareness?

The topology diagrams that are available through the management platform give support providers a true, real-time view of the airport environment and all devices associated with it. After deployment, our 24/7/365 operations center supports and monitors both wide area networks and business-critical functions within cloud-based resources and facilities.

What are the management capabilities for infrastructure and applications?

ARINC cMUSE lets you manage, centralize and automate your processes for greater operational efficiency. Data mining and analytics provide critical insight into operational and historical data while reports and dashboards help improve day-to-day decision making. Workstation reports and analysis support airport operational reviews and improve billing for the use of systems.

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