cradlepoint

Allegiant Airlines Depends on CradlePoint to Stay Up & Running in Emergencies

Set up in just minutes, Allegiant's "operations control center in a box" protects the airline from power outages, line failure, and floods.

SUMMARY

The heartbeat of Las Vegas-based Allegiant airlines is an Operations Control Center comprised of staff in charge of flight operations, airplane maintenance, flight and ground crew scheduling, customer relations, and communications, in addition to all the computers, phones, printers, network devices, and wiring that enable the team to perform its high-stress, high-paced job. The Center has built-in redundancy. But no airline is immune from the kinds of mishaps that can bring operations to a grinding halt. Allegiant needed a way to get back up and running as quickly as possible in the event of an emergency.

CUSTOMER PROFILE

Founded in 1997, Allegiant provides affordable air service from smaller American cities to popular vacation destinations including Hawaii, Florida, the California coast, and Las Vegas. The airline specializes in providing low fares, nonstop flights, and all-jet service. Allegiant works with premier travel partners to deliver a high-value travel experience to its passengers.

BUSINESS NEEDS

Allegiant used CradlePoint devices to quickly provide Internet access to its new check-in counters at Honolulu International Airport. Impressed at how quick, easy, and affordable it was to set up wireless networks, the airline now routinely uses CradlePoint as a connection for check-in counters and departure gates at airports across the U.S. Having experienced serious infrastructure problems including power outages and hardwire failures,

SOLUTION: CradlePoint COR IBR600 with Enterprise Cloud Manager

APPLICATION: Wireless network solutions; Network failover; Cloud management

MARKET: Transportation (Commercial Airlines)

Allegiant's IT department thought cellular mobility might be a way to maintain business continuity in the event of an emergency. Keeping the Operations Control Center up and running is critical to Allegiant's business.

+1.855.813.3385 | www.cradlepoint.com

www.4Gon.co.uk info@4gon.co.uk   Tel: +44 (0)1245 808295   Fax: +44 (0)1245 808299

SOLUTION

In addition to using CradlePoint at its airport terminal facilities, Allegiant has also created what IT manager Rick Aker calls an "Operations Control Center in a box." Housed in a set of ruggedized, waterproof cases, this mobile emergency back-up solution contains dozens of high-end laptops, multiple printers, complete cabling, and CradlePoint IBR COR600 devices that can quickly be brought online to get the control center back in action.

BENEFITS

FAILOVER

Like other businesses, Allegiant has had to deal with loss of service due to everything from power outages to severed fiber lines. So when a water line broke in the ceiling above the Operations Control Center, Aker turned to his backup solution.

> " *Before, setting up a temporary control center would have taken us at least a day," says Aker. "We would have had to find a new location, get cable brought in, and do all the wiring to get it up and running. Now we just unpack the cases, turn on the CradlePoints, and we're back in business in less than an hour."*

FLEXIBILITY

What is true for Allegiant's Operations Control Center is true for every one of its locations.

> " *Sometimes we need an Internet connection at a new airport or an off-site training location. We just pre-configure a CradlePoint device, run it through Enterprise Cloud Manager, and overnight it to the location. A staff member just plugs the device in, and it's good to go. When the location is finished with the CradlePoint, they ship it back to headquarters so we can keep it updated and ready to go."*

IMMEDIATE CONFIGURATION

Enterprise Cloud Manager enables Aker and his team to quickly update firmware and send patch updates and hot fixes to the dozens of CradlePoint devices on the network.

> " *Enterprise Cloud Manager is so quick. I tell it how I want to configure the devices on the network. It just takes a few seconds for it to check for commands, for the commands to initiate, and then to update the devices. A couple of minutes later, I'm done."*

+1.855.813.3385 | www.cradlepoint.com

COST & TIME SAVINGS

While Allegiant first used CradlePoint to provide temporary network access to its check-in gates, it now regularly uses CradlePoint as its primary gate connection.

" *It can cost us tens of thousands of dollars to have a gate hardwired," says Aker. "When you compare that to the price of a CradlePoint device and the monthly carrier charges, using wireless is a no-brainer—especially since we don't have to wait for cable contractors to fit us into their schedules. We can get our wireless network up and running in a fraction of the time."*

INTERNAL SUPPORT

Talk to any IT professional, and one thing they will agree on is the importance of maintaining internal support for the work they do. Aker said that the ability of his IT department to provide Internet connectivity wherever and whenever the company needs it has gained him a lot of allies.

" *Being able to deploy a back-up solution so quickly is phenomenal. We got lots of kudos from co-workers for getting the control center back online so fast after it was flooded."*

PEACE OF MIND

Power outages and other disruptions are not uncommon in the airline industry. With the need to keep his system up and running virtually without interruption, Aker says he gets a lot of comfort from his CradlePoint enabled back-up solution.

" *I get a sense of satisfaction—and the ability to sleep at night—knowing that if there's a major issue within our primary operations control center, I can duplicate the center somewhere else in Las Vegas within an hour."*

FUTURE PROOFING

Now that Allegiant understands the power and flexibility they gain from the CradlePoint solution, Aker and his IT team are looking at new ways to use it to improve operations.

" *The success we've had with CradlePoint has gotten us thinking about how else we can use it to maintain business continuity. We've figured out how to get back up and running within the first 24 hours. Now we're looking at how it may be able to help us the days that follow a major disruption. We want to see how we can extend our mobile capability to these longer windows of time and to serve different priorities."*