

China Telecom Provides a Managed Mission Critical Data Communication Network for A Leading Airline

INDUSTRY

- Airline

SOLUTION

- Global Managed IP Service
- Managed Services

Customer Profile

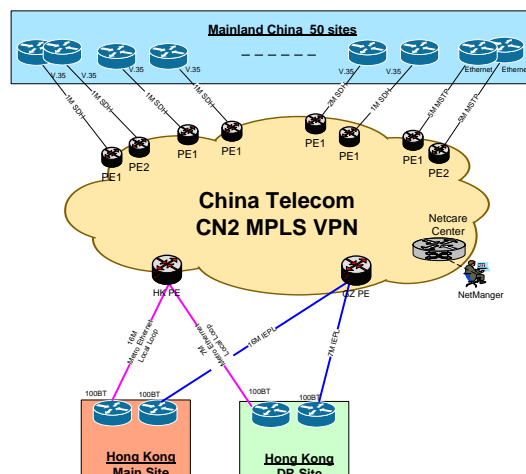
Our customer is Hong Kong's leading airline company with an international network spanning 120 destinations served with a fleet of 160 aircraft. Together with its subsidiary, the airline carried 23.3 million passengers in 2008 to 118 destinations in 37 countries and territories around the world. Currently employing over 19,000 employees worldwide, our customer is constantly striving to strengthen its network and services. With its strong international network and superb connections in mainland China, the airline company is dedicated to continuously opening up new travel possibilities and leading Hong Kong's position as a gateway to China and an international hub.

Business Challenge

With its rapid growth in mainland China, the customer is faced with the challenge of deploying a communication network that could meet their expanding business needs as well as future scalability. This challenge was further heightened by the ever-increasing complex demands on its international operations. Data communication is the backbone of an airline's operations. Our customer needed a network infrastructure that could deliver high availability, scalability, superb end users' experiences, and cost-effectiveness. To meet these challenges, it was imperative to have a mission critical data communication network to secure air freight information communications among its regional offices and the Hong Kong headquarters.

China Telecom Solution

China Telecom provided the airline with a fully-managed network architecture with guaranteed network readiness for the introduction of new applications within the China Region. The MPLS VPN service with China Telecom would cover 50 sites across 20 cities in mainland China and Hong Kong with over 100 connections. Through a vigorous programme of project planning, management and a Proof of Concept trial run, the proposed network infrastructure was successfully implemented into the customer's current environment. The entire project encompassed Account Management, Project Consultancy, Project Management and Provisioning, Escalation Process, and migration from SITA IPVPN network, while also adeptly passed CPA's stringent CISQAS evaluation process.



Benefits

By deploying China Telecom's MPLS VPN network solution, the customer reaps the benefits of:

- The most advanced MPLS VPN technology with QoS and fully end-to-end managed network
- Customised Service Levels that guarantee the continuity and performance of the service provided
- Scalable network infrastructure to cater for future enhancements to meet CPA's fast growing ICT communications needs
- Professional project management support for the implementation and migration of the entire network solution

About China Telecom Europe

China Telecom Europe Ltd (CTE) is China Telecom's wholly-owned overseas subsidiary for the EMEA region. Established in 2006 and based in London, CTE is committed to providing customers throughout the EMEA region with China Telecom's proven global business communication solutions and state-of-the-art European market services. China Telecom is the foremost telecommunications provider in China and has a comprehensive range of telecommunications and information services as well as the world's largest fixed-line communications network. China Telecom has been serving the Airline community for decades and our customers include many Fortune Global 500 companies.

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