Keeping passengers and cargo moving

Chinese international airport

How a major international airport in China mitigates operational risk, safeguards the performance and availability of critical systems, streamlines internal processes, and reduces costs with award-winning Lenovo Managed Services.

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Who is Chinese international airport?

This international airport based in China is among the busiest in the country, with more than 20 million travelers passing through every year. Covering a four-square-kilometer site, the airport provides domestic and international travel across Southeast Asia. Along with passenger services, the airport offers logistics and commercial services, such as restaurants, hotels, and duty-free retail.
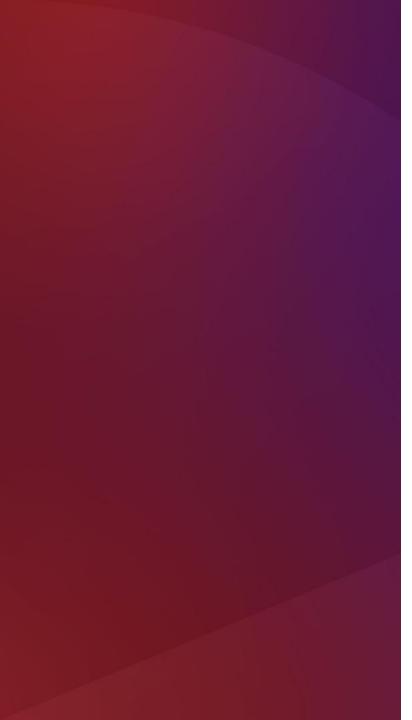
For years, the airport has relied on Lenovo technology and services to support its digital transformation. The airport recently upgraded its IT infrastructure in line with China's national informatization and modernization policy, and works closely with Lenovo to drive intelligent operations.

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The
challenge

With thousands of travelers boarding flights and touching down each day, the airport is a hub of almost-constant activity. To manage its core operations, the airport relies on a host of applications and systems, from flight scheduling tools to solutions for processing baggage and monitoring security. In many cases, the airport runs these systems on servers and storage from Lenovo.

Given the importance of the applications and IT equipment, any downtime or performance dips can cause major disruption to the running of the airport, and stress and hassle to travelers. Ensuring the highest levels of availability and closely monitoring for potential issues is therefore essential.

The airport plays an important role in the local economy, enabling business travelers to connect with colleagues and clients, and supporting the large-scale transportation of goods. In recent years, the airport has expanded significantly, with the construction of additional terminal and runway infrastructure to welcome more passengers and increase available capacity for processing cargo.

Previously, internal teams managed and maintained the infrastructure. But as the airport and the IT setup grew, this approach became unsustainable, with insufficient resources and technical expertise available—increasing the risk of outages and other problems. Moving forward, the airport looked for a way to improve systems resilience and keep operations running smoothly at all times.

Enlisting expert onsite support

To monitor and maintain its IT environment, the international airport decided to engage a specialist service provider with proven expertise in large-scale management projects. After assessing potential partners, the airport turned to Lenovo Managed Services. Initially, two Lenovo services teams were stationed at the airport and took over the maintenance of all front-end IT systems and equipment.

Then, following a COVID-19 outbreak in the region, the airport decided to scale up the service package from Lenovo. While airport services continued on a much-reduced level, the sudden introduction of lockdown caused a severe shortage of internal manpower, with many IT personnel unable to reach the site and complete back-end infrastructure management tasks.

The airport therefore requested that Lenovo should also take over the operation and maintenance of its critical server and storage infrastructure. Lenovo engineers worked on-site 24/7 for more than one month, adopting flexible shift rotations to monitor the entire front- and back-end IT environment, including manual checks on baggage handling equipment and terminal management systems.

"The Lenovo team was stationed at the airport during the lockdown, as nobody was permitted to enter or leave the premises," says the program owner. "They worked and live on the front line, providing us with 24/7 support."

Services
Lenovo Managed Services

"The Lenovo services team have shown real professionalism and knowhow. Even when the demands were extremely heavy, they continued to go the extra mile to help us. The commitment to our success was outstanding, and we would recommend Lenovo Managed Services to other enterprises."
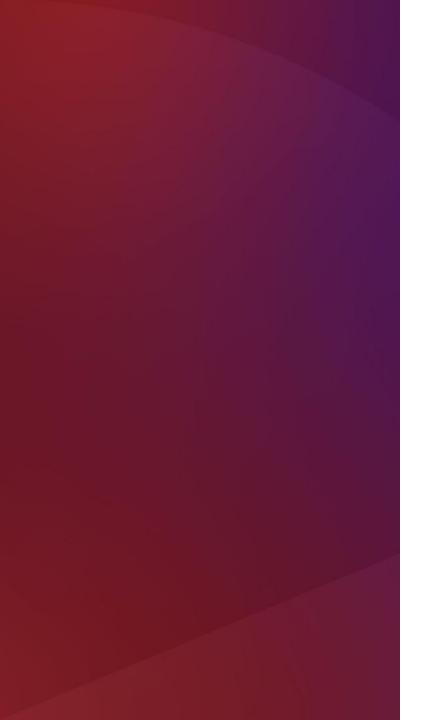
Program owner
Chinese international airport

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Results

Today, Lenovo Managed Services play a key role in supporting everyday operations at the international airport, keeping passenger and cargo services running smoothly and on time, every time. Ongoing monitoring and regular optimization work have improved the stability, performance, and availability of critical IT equipment and systems. Plus, Lenovo has provided specialist technical tools that have helped to simplify many management workflows and improve overall service efficiency.

Expert support from Lenovo has also enabled the airport to streamline its internal operations. With Lenovo shouldering the burden of maintaining the infrastructure, 90% of the airport's IT staff have been freed to focus on more strategic work—helping to improve cost-efficiency.

At a critical time during the COVID-19 outbreak, Lenovo support was essential to maintaining service continuity at the airport, minimizing the risk of operations coming to a standstill. For this work, the airport awarded Lenovo with a company-level commendation—the first ever issued by the airport—that acknowledges the immense value of the support and expertise of the Lenovo engineers.

Improves performance, reliability, and availability of critical IT systems

Frees 90% of internal IT staff to focus on more strategic work

Maintains service continuity when the pandemic threatened to disrupt operations

" "Our partnership with Lenovo has proved highly successful. They provide excellent quality of service, with agile, proactive support to safeguard the availability of our critical systems, enabling us to divert our resources away from maintenance and towards innovation projects."

Program owner
Chinese international airport

Why Lenovo?

As an existing user of Lenovo infrastructure solutions, it was a natural choice for the airport to turn to the Lenovo support organization to take over management and maintenance of its systems. Lenovo offered the right combination of technical skills and best practices, expert support services, and a clear understanding of the vital importance of the systems to the operations of the airport.

"Lenovo has extensive experience supporting enterprise-scale IT environments, so we felt confident they could handle the job," says the program owner. "The Lenovo Managed Services team demonstrated a structured delivery model to ensure a seamless changeover from our internal management resources to their expert teams. Plus, Lenovo's partner-building proposition aligns with our wider transformation strategy."

How can you safeguard the availability of critical systems?

Mitigating operational risk and reducing costs
with Lenovo Managed Services.

Explore Lenovo Managed Services