

# Hartsfield-Jackson Atlanta International

## ATLANTA INTERNATIONAL AIRPORT

## Background

HJAIA bears the proud distinction of being “the world’s busiest passenger airport.” The Airport has long been known as a major connecting hub serving numerous destinations around the globe. However, its vitality of growth is no longer merely a product of its role as a prime-interlining hub. Each year, an increasing number of air travelers start or finish their journeys in the Southeast region of the United States (over 83,000,000 passengers pass through annually). The City of Atlanta and the airlines at Hartsfield-Jackson have authorized the Airport to spend an impressive \$6 billion towards a 10-year development program. The Hartsfield-Jackson Development Program will modernize and expand the current airport facilities to accommodate its current and future traffic demands. This program will assure that Hartsfield-Jackson maintains its global leadership role.

## Challenge

HAIA launched its wireless Internet-access service in 2005 using a remote access-control service provider. The service did not meet the needs of the Airport for a myriad of reasons and the decision was made to bring the entire solution infrastructure inhouse to expedite the deployment of new aggregators and exciting service offerings.

## RG Nets Solution

HAIA choose the rXg turn-key gateway as its Internet delivery-service platform because of its ability to process thousands of simultaneous customers, its unique capacity to seamlessly integrate multiple service providers’ access plans into a single captive portal, and the ability to serve-up separate portals throughout the Airport allowing each concourse a unique advertising platform.

In the past the Airport had a limited opportunity to provide travelers with competitive choices. Now, travelers can select from five WISP brands to gain Internet access and future plans call for several additional brands to be added. Because of the rXg turn-key gateway’s neutral host-service delivery architecture WISPs can compete, throughout the Airport, for new customers and quickly update service offerings on the fly – changing pricing, launching promotions, or providing new service plans for immediate distribution. This breadth of service offering is unprecedented in the marketplace and is not only beneficial to the WISP but to the traveler as well.

“We are delighted with the success HJAIA is experiencing with its unique service offering. Leveraging the customer acquisition skills and billing infrastructure of various WISPs to build a successful revenue generating service at the Airport is a stroke of genius and a model we feel will be replicated throughout the travel industry. We are thrilled to participate in this deployment and look forward to other Airports turning their airspace into service and profit centers,” said Keenan Klinger, former RG Nets, CEO.



## Single Source for Networking Needs

With the rXg turn-key gateway deployed, HJAIA will have only one platform for all of its Internet delivery service authentication platform. Rather than learning how to operate multiple independent devices, the system administrator interacts with a single console – the rXg management console – that employs similar configuration methodologies across the entire feature set. This not only reduces time required for learning software interfaces, but also reduces the number of devices (routers, firewall, walled garden, captive portal, billing systems, etc.) required for a successful deployment – thus reducing capital costs.

## Travelers Will Experience No Downtime

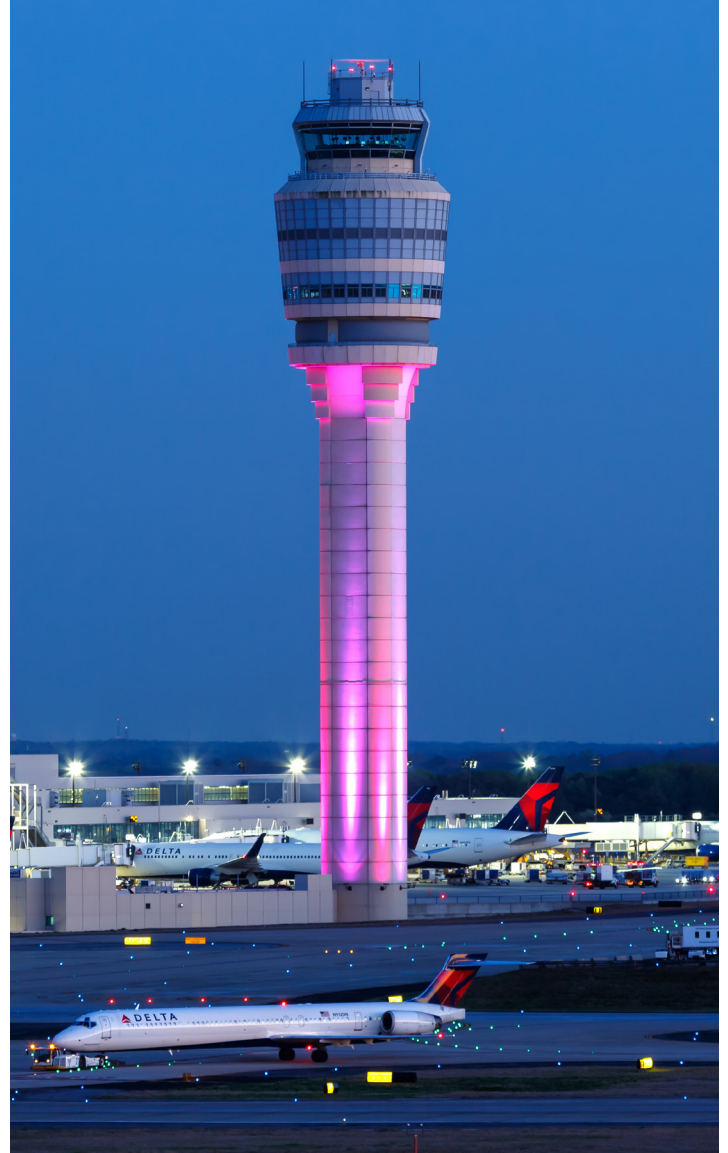
With the annual passage of more than 83,000,000 passengers (all potential users) it is critical that users are provided with fast Internet access with no downtime. To ensure that these demands are met HJAIA deployed a dual system high-availability rXg configuration to ensure there is no single-point of failure and that scheduled or unscheduled downtime has minimal impact. The failover solution simplifies the traditionally complex problem of deploying and maintaining a highly available OSS / AAA / policy enforcement engine into a simple matter of installing two rXg turn-key gateway.

## Positioned to Accommodate Growth

Presently the rXg turn-key gateway is processing thousands of new users and existing WISP customers each day. The Airport anticipates network usage to double by year-end as more WISPs establish a virtual presence on the rXg turn-key gateway's captive portal. With the rXg turn-key gateway in place as an integral part of the network, HJAIA will be able to expand its service providers and offerings with minimal effort as demands increase.

# Value & Benefits

1. The rXg turn-key gateway solution has paid for itself just 4 weeks after being brought online
2. Decreased cost of ownership – less administrative and support time needed for HJAIA to maintain a complete networking infrastructure solution
3. Flexible architecture design of the rXg turn-key gateway will enable the Airport to expand services quickly as its customer base grows
4. WISPs can compete, throughout the Airport, for new customers because of the rXg turn-key gateway's neutral host-service delivery architecture
5. WISPs can quickly update service offerings on the fly – changing pricing, launching promotions, or providing new service plans
6. Travelers receive competitive pricing and improved services (open competition amongst WISPs has reduced the cost of Internet access to lower than \$5 per 24-hour period)



**“RG Nets has been a tremendous company to work with and the rXg turn-key gateway fits into our network smoothly. The single-box appliance made installation and integration seamless and the rXg turn-key gateway is delivering all the services we had anticipated. More than 100 thousand users per month use our platform. With our service now in-house, all traffic goes through the rXg turn-key gateway and everything has operated flawlessly.”**

– Lance Lyttle, HJAIA CIO and architect of the multi-WISP concept.

## **About RG Nets**

RG Nets is the premium provider of gateways and centralized-authentication appliances designed to manage, provision, and protect revenue-generating networks. Our mission is to create tools that are so good, we would use our own money to buy them.

[www.rgnets.com](http://www.rgnets.com)

Visit our website or contact your local RG Nets representative for more information.

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