



Toronto Pearson International Airport: Becoming “The Best Airport in the World.”

Challenge

One of the largest airports in North America set out the ambitious goal to become “the best airport in the world” and “THE entry point on the [North American] continent”. Achieving this for the nearly 50,000,000 passengers visiting each year required that they bring many disparate airport groups into a single integrated center that could operate as one.

Solution

The team responsible for fulfilling this strategy researched how their peers at other major airports, as well as other mission critical management operations, achieved this level of operational excellence and kept hearing about Activu. The airport decided to invest in Activu because it was the only enterprise class solution that allowed them to readily and systematically see, share, and respond to events in real time, delivering the proper context to the right experts depending on the incident.

Result

The staff of the airport’s Integrated Operations Control Center are subject matter experts from all disciplines – flight operations, security operations, the resource management unit (RMU), baggage operations, maintenance dispatch, the call center, even the IT service desk. They are doing a world class job of ensuring the safety and security of all passengers, and can now see individually and holistically the information needed to maintain situational awareness, share it to collaborate on resolutions, and have key systems automatically alert them to key incidents so they can respond more quickly and effectively.