

Cloud-based system service from Siemens for London Heathrow Airport

- **Baggage handling system availability optimized by new maintenance concept**
- **Use of intelligent sensors and modern cloud technology**
- **Reliable, punctual delivery of baggage for greater passenger convenience**

Siemens is using its decades of experience in logistics and profound software know-how to press ahead with the digitalization of crucial airport processes. Siemens Postal, Parcel & Airport Logistics (SPPAL) has received an order from London Heathrow Airport to further improve the availability of the baggage handling system. In response, the Siemens team has developed a new maintenance concept, which uses intelligent sensors and modern cloud technology for the first time. In this way, SPPAL avoids system downtimes and expensive interruptions to operations. The airport operator benefits from an even more efficient and reliable baggage handling system – round the clock for 365 days a year.

Some 76 million passengers passed through Heathrow in 2016, and most of them traveled with baggage. "As well as optimizing the process for the airport operator, we are therefore always focusing on improving passenger convenience", said Michael Reichle, CEO of Siemens Postal, Parcel & Airport Logistics. "To this end, we are using the Siemens cloud-based MindSphere platform at London Heathrow, and assisting the airport with the digital transformation." MindSphere is an open operating system for the Internet of Things, with which Siemens serves customers such as industrial companies, railway operators and airports.

Grant Waring, Asset Manager - Heathrow Baggage Operations added: "Over 80 percent of passengers are already rating Heathrow as very good or excellent. This positive assessment is both a confirmation and incentive for us. With Siemens as one of our innovation partners, we want to maintain and further improve our high standards."

To this end, Heathrow is gradually switching the servicing of the baggage handling system from time-based to condition-based maintenance. In support of this innovative approach Siemens technicians have worked with Heathrow to install sensors on important components to monitor the baggage handling system. The sensors measure crucial parameters like acoustics at regular intervals. The data is then transmitted to the Siemens cloud-based MindSphere platform.

The measured data is compared with the expected setpoint data through MindSphere. Deviations may be an early indicator of a potential problem. Siemens visualizes the evaluation with an in-house dashboard solution, which is already being used to good effect at major international airports such as Los Angeles and Dubai. The dashboard runs on all devices with Internet access, such as laptops, tablet PCs and smartphones. Clear graphics enable the local service team to detect any abnormalities at a glance. The personnel can schedule essential maintenance activities in good time and keep the system continually fully functional.

SPPAL has established itself as a technology and service partner for airports and airlines all over the world. Its successful track record includes long-term operating and maintenance contracts at about 40 major airports. In the field of digitalization, the customer benefits from the new LogX4 IT platform, which brings all SPPAL software products together. LogX4 is designed to create transparency and reduce complexity. This enables potential for greater efficiency to be identified and leveraged along the entire logistics chain.

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Siemens Postal, Parcel & Airport Logistics GmbH (SPPAL) headquartered in Constance, Germany, is a fully owned subsidiary of Siemens AG. SPPAL is a leading provider of innovative products and solutions in mail and parcel logistics and automation as well as in airport logistics with baggage and cargo handling. Software solutions and customer services along the whole product life cycle complete the portfolio. The company has an installed base in more than 60 countries worldwide. Major customers include renowned airports as well as postal and parcel service providers around the globe. Further information is available on the Internet at: www.siemens.com/logistics

Siemens AG (Berlin and Munich) is a global technology powerhouse that has stood for engineering excellence, innovation, quality, reliability and internationality for more than 165 years. The company is active in more than 200 countries, focusing on the areas of electrification, automation and digitalization. One of the world's largest producers of energy-efficient, resource-saving technologies, Siemens is a leading supplier of efficient power generation and power transmission solutions and a pioneer in infrastructure solutions as well as automation, drive and software solutions for industry. The company is also a leading provider of medical imaging equipment – such as computed tomography and magnetic resonance imaging systems – and a leader in laboratory diagnostics as well as clinical IT. In fiscal 2016, which ended on September 30, 2016, Siemens generated revenue of €79.6 billion and net income of €5.6 billion. At the end of September 2016, the company had around 351,000 employees worldwide. Further information is available on the Internet at www.siemens.com.