

RedAtlas and Cambridge Airport

Cambridge Airport approached the RedAtlas team in June 2020, needing to replace their ageing software urgently. Within six weeks, the RedAtlas Airport Management System (AMS) was live across Air Traffic Control, Fuel Delivery and the Visitor Centre. Now, five months later, RedAtlas plays a significant role across many of the airfield's departments.

Here is the story of how that happened.

Cambridge Airport first contacted the RedAtlas team while searching for a new software; it had to be easy to use and adjustable to meet the needs of the airfield's different departments. Initially, RedAtlas was attractive for its ability to monitor and record an aircraft's basic movement. Yet, once communications began, Cambridge Airport became aware of RedAtlas' appealing pricing structure; the team's ability to alter the software to meet an airfield's particular requirements, resulting in an individual, cost-effective price package. Adaptability is at the core of RedAtlas; as a small business, the team are incredibly flexible and, as a result, presented Cambridge Airport with a bespoke system that came with unique add-ons.

There were two major challenges, however, that the RedAtlas team faced. Firstly, the airfield's old software had to be replaced by a strict deadline; a sales and migration process that takes six to twelve weeks, needed to occur in record time. Secondly, because of the Coronavirus pandemic, all communications and demonstrations had to be conducted virtually. These exceptional circumstances even altered the formal training typically recommended by the RedAtlas team; the usual two-week training period had to be sacrificed, with an advanced level of support being offered in its place once the system had gone live.

'Understanding an airfield's operational requirements is much easier when you are on-site. Patience from everyone involved meant that the numerous phone calls and online meetings resulted in a successful implementation.'

Keith Thompson, Director, RedAtlas

In spite of such challenges, the sales and migration process was a success. The communications and software demonstrations, that can take up to twelve weeks, were completed in three; from the purchase order, it took less than three weeks for the AMS to go live. The team's industry knowledge, efficient communications, and ability to beat their own deadlines, meant that Cambridge's Operations Manager felt assured throughout the

'Implementing any new system can be very challenging, so doing this in the midst of a pandemic in just a few weeks is a sign of the dedication of the team, fantastic co-operation from the customer and a real demonstration of what can be achieved when we all work together.'

Keith Thompson, Director, RedAtlas

process. It also guaranteed that, while the software was fine-tuned in the first two weeks of use, the system stayed live.

Introducing RedAtlas across the airport gradually, safeguarded accuracy, ensuring each staff member's confidence when first using the software. Beginning in Air Traffic Control, Fuel and the Visitor Centre, RedAtlas then went live in Finance, Operations and Management. A few months later and it has begun playing an important role in Fuel Management and Wildlife Inspections; it will soon be used in FBO.

This is how RedAtlas is positively impacting Cambridge Airport.

RedAtlas has transformed how the airfield operates. Accessible via smartphone, tablet and PC, the software is user-friendly and complements the airfield's working methods, sustaining their preestablished infrastructure. RedAtlas has refined internal communications: the system eradicates the need to move around the airfield collecting daily reports. The way in which the software collates the relevant information for each department, means that the ownership of the data is with the people who have a vested interest in it, maximising productivity. Unique to Cambridge Airport, is a complex Fuel Management system; the team adapted and enhanced RedAtlas to simplify how fuel levels are recorded and assist the Fuel team in becoming more environmentally friendly. The digital system has eliminated the need to use paperwork in their daily inspections, illuminating the prospect of all departments becoming electronic.

'From running airports over the world, I can definitely see this as one of the best I've ever seen.'

Gary Renault, Airside Operations
Manager, Cambridge Airport

The circumstances may have been less than ideal, yet the implementation of RedAtlas at Cambridge Airport demonstrates how the team can adapt the software, as well as their working methods, to exceed your expectations and meet your airfield's unique needs. Easily integrated with other software, RedAtlas promises to simplify how your airfield operates on a daily basis, automatically completing the difficult tasks, so you do not even have to think about them.

'Previously, it was a mission to get any information. Now it's at the click of a button.'

Gary Renault, Airside Operations
Manager, Cambridge Airport

The software used within Cambridge Airport is ready to be adjusted and implemented for any airfield. Contact a member of the team today to learn how RedAtlas can improve efficiency and effectiveness at your airport.