CASE STUDY

# Tracking incidents for continuous improvement

## Miami International Airport | *USA*



### Industry

- Security

### Solution

- Octave Coda Orchestrator

### Challenges

- 70+ incidents logged daily
- 25-year-old custom logging system
- Unreliable, inefficient application

### Results

- Automatic data population
- Faster, high-quality logs
- Instant situational awareness

Operated by the Miami-Dade Aviation Department, **Miami International Airport (MIA)** is the third-busiest airport in the U.S. for international passengers and the top U.S. airport for international freight. Located on 3,230 acres of land near downtown Miami, the airport is the leading economic engine for Miami-Dade County and the state of Florida, generating business revenue of $31.9 billion annually and accounting for approximately 60% of all international visitors to the state.

## Limitations of a 25-year-old logging system

The nerve center at MIA is its Airport Operations Center (AOC), which operates around the clock, monitoring activity, responding to safety and security incidents, disseminating information and responding to requests from stakeholders throughout the airport.

An essential daily task for the AOC team is incident logging, with approximately 70 detailed logs being created each day, and that number set to increase as a result of internal process changes within the department.

Rupen Philloura is the director of terminal operations & AOC at Miami International Airport and explained, "The MLS logging system was a 25-year-old custom built application. It was familiar for our operators to use, but it was unwieldy, unreliable and inefficient. With logging being such a critical and growing aspect of our day-today operations, we needed to upgrade to a state-of-the-art unified platform."

The platform chosen by the airport was the award-winning enterprise incident management system Octave Coda Orchestrator (formerly HxGN dC3 Orchestrator) from Octave, a company whose solutions are trusted by airports around the world. Miami itself was already working with the company, using its NiceVision video management software (VMS) and analytics solutions across its highly distributed video surveillance system.

*"It gives us complete situational awareness regarding when and how an event transpired, who responded, how and the result. This insight improves our decision-making and feeds a continual cycle of improvement."*

**Rupen Philloura**
Director of Terminal Operations & AOC
Miami International Airport



## Dynamic functionality with Coda Orchestrator

Today, the AOC has six Coda Orchestrator-powered stations from which operators monitor the airport's Honeywell / EBI fire alarm and Matrix access control systems, as well as its extensive surveillance camera network, in real time.

Philloura described the process, saying, "When an alert is raised, the operator must follow a strict set of procedures for that specific event; this might simply be resetting an alarm remotely, or the dispatch of maintenance personnel. Incidents and subsequent actions need to be accurately documented for regulatory compliance purposes, but also to help us to learn and improve how we deal with incidents and events."

The need to manually enter all details has been replaced by the dynamic form functionality within Coda Orchestrator. It automatically populates and logs specific information relating to an incident, saving operators valuable time, and ensuring every log is of a consistently high standard.

"Together with the input of the operator we are assured that the logs we generate and store are comprehensive end-to-end accounts, that can be quickly and reliably searched, retrieved and reviewed," added Philloura.

## Instant situational awareness

The improved logging has also had a noticeable impact on business continuity and operational efficiency. It also provides an additional layer of protection to the airport from a regulatory standpoint. With the AOC operating a three-shift pattern, it is vitally important that changeovers can be completed swiftly, and nothing is overlooked.

Philloura observed, "When the next shift logs on to Coda Orchestrator they have instant situational awareness; there is no lag in productivity. They can see what has happened and what requires their immediate attention. During their shift they no longer need to repeatedly log into multiple systems to access information. It is all there on the screen at their station."



Coda Orchestrator has also reduced the response time to incidents such as door alarms, as well as access requests from tenants and airport employees, by automating the interaction with the Matrix system. With the old MLS system, both needed to be handled manually. The success of Coda Orchestrator within the AOC has led the airport to begin exploiting its strength as a powerful platform, with higher levels of task automation, ad-hoc forms and reporting, as well as integration with airport-specific and non-specific subsystems (made easier by the API-driven Coda Orchestrator), such as its access control system and surveillance cameras. It is also evaluating its ability to support the facilities management team by ensuring mandatory maintenance of its extensive network of elevators and moving walkways.

Mike Bryant is computer services senior manager for the Miami-Dade Aviation Department, and he has been impressed not only by the reliability that the web-based Coda Orchestrator is providing, (demonstrated by a drop in support calls from the AOC since the implementation), but also its future potential.

“With Coda Orchestrator we have a platform that we can evolve to positively impact the operations, maintenance, compliance, safety and security throughout our airport,” Bryant said. “It has opened up possibilities to integrate systems, solve problems and make improvements, without needing to make further investments in standalone solutions.”

## About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we’ve partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what’s possible from day one onward.

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