

SONIM TECHNOLOGIES CASE STUDY

INDUSTRY: TRANSPORTATION



TOUGH AND RUGGED: FRAPORT AG DEPLOYS THE SONIM XP1 TO STAY CONNECTED WHILE SHIELDED FROM DUST AND WATER.

Frankfurt Airport, Europe's third largest air traffic hub, poses numerous challenges for staff and technology with over 50 million passengers and more than 400,000 flights annually. Fraport AG has a key need for reliable employees as well as dependable and sturdy equipment.

THE CHALLENGE

"It is essential for an international airport to have solid and rugged mobile phones," said Fraport AG Frontend Senior Manager Christian Lojda. "Our employees need dependable phones, especially in extreme weather conditions ranging from -20 degrees Celsius to +40 degrees Celsius, humidity and dust."

THE SOLUTION

"THE SONIM XP1 IS LIKE A TOOL! [...] NO OTHER MOBILE PHONE IS AS RUGGED AND TOUGH."

The XP1 spec sheet immediately shows that the phone is the perfect fit for the harsh working environments of the transportation industry. Several points demonstrate the XP1's specific suitability for the frontend - where airplanes are loaded/unloaded and

dispatched for departure - including the IP-54 standard, the extra loud speakers, the extreme temperature resistance, the durable internal components, and of course, the robustness of the housing.

Fraport AG reviewed the datasheet and decided after their first trial to deploy 800 Sonim XP1s in the frontend, where it is usually very noisy, dusty, and often wet.

The frontend staff had previously utilized Private Mobile Radios (PMR) with trunking technology before switching to the Sonim XP1 on a private GSM network. However, the PMRs were much more expensive, and the unreliability was an additional problem. "We do not know any other mobile phone that is more rugged and tough than the XP1," said Lojda. "The Sonim XP1 is also very user friendly device - compared to our old devices - with great acoustics."

The private GSM network combined with the reliability of the Sonim XP1 are saving Fraport AG costs, spare unit stock, and time. The failure of just one single mobile unit can bring the dispatching of airplanes to a halt, potentially causing Frankfurt Airport major delays.

OVERVIEW

COUNTRY

Germany

CUSTOMER PROFILE

Fraport AG is a leading international group in the airport business sector and operates Frankfurt Airport which is one of the major air traffic hubs in the world. Fraport's portfolio of services includes more than all services connected to airport operations. Fraport is also a competent partner for airport retailing and real estate development. In 2009, the Fraport Group generated € 1.97 billion revenue and Group profits of € 157.3 million.

BUSINESS SITUATION

It is extremely important for an international airport to have reliable and rugged mobile devices. Fraport employees need a dependable phone during adverse weather conditions, humidity and dust. Malfunctions prohibit the Fraport AG to dispatch one or more airplanes, which results in major delays.

SOLUTION

The Sonim XP1 because it is ultra rugged, long-lasting and reliable. Very few replacements or repairs were needed since its deployment in April 2009. Fraport AG have therefore been able to dispatch airplanes without any holdups.

BENEFITS

- improved productivity
- cost savings



FRAPORT AG IS AMONG THE LEADING GROUPS OF COMPANIES IN THE INTERNATIONAL AIRPORT BUSINESS. WITH FRANKFURT AIRPORT, THE COMPANY OPERATES ONE OF THE WORLD'S MOST IMPORTANT AIR TRANSPORTATION HUBS. AN EXPERIENCED AIRPORT MANAGER, FRAPORT IS EXPANDING FRANKFURT AIRPORT TOGETHER WITH PARTNERS INTO FRANKFURT AIRPORT CITY - AN OUTSTANDING REAL-ESTATE LOCATION AND GATEWAY OF MOBILITY AND EXCITEMENT. IN ADDITION TO COVERING THE FULL RANGE OF AIRPORT SERVICES, FRAPORT AG IS A COMPETENT PARTNER IN AIRPORT RETAILING AND REAL-ESTATE DEVELOPMENT.

THE BENEFITS

The probability of financial loss and productivity loss are much reduced with the XP1. Sonim's local Value Added Resellers (VARs) provide fast service in the unlikely event that a device malfunctions.



"The procurement and maintenance of other devices are a lot higher," added Lojda. "Moreover, most cell phones have features and functions that are superfluous to our frontend staff, and therefore not useful to us."

"True to its promise, the Sonim XP1 is rugged and tough enough to survive the outdoor environment of Frankfurt Airport," said the senior manager. "We are especially satisfied with the accessible keyboard because Fraport AG employees wear gloves constantly. This offers an enormous advantage over other devices."

"We're just all around happy with Sonim Technologies and the XP1," concluded Lojda. "Sonim's customer service responds immediately when we have questions or problems. This is one of the main reasons why I prefer to work with such a highly specialized company."













Since the XP1 was deployed 18 months ago, Fraport AG has seen relatively few issues, increasing the productivity of Frankfurt Airport Frontend tremendously.

"WE ARE ESPECIALLY SATISFIED WITH THE ACCESSIBLE KEYBOARD BECAUSE FRAPORT AG EMPLOYEES WEAR GLOVES CONSTANTLY."

Fraport AG is one of the leading companies in the international airport business and is active on four continents as an airport manager. Fraport Airport has been continuously evolving since opening its doors in 1912: "Fraport AG has a long tradition as an air traffic service provider," the company writes in its chronicles. Today, Frankfurt Airport is one of the largest and most important air transport hubs in the world.

In 1937 only 70,000 passengers passed through Frankfurt Airport. Now the airport handles twice as many in a single day. In recent years, the airport and Fraport AG have received many national and international awards. Frankfurt Airport is recognized as one of the best airports in the world.

RPS CERTIFIED

-  **EXTRA-LONG BATTERY LIFE**
1100mAh with 5 hrs talk and 200 hrs standby time
-  **ACCESSIBLE KEYPAD**
Widely spaced keys for ease of use with gloved hands
-  **EXTRA-LOUD SPEAKER**
Capable of producing up to 110 db of noise
-  **PROTECTION FROM DUST**
Non-porous casing blocks entry of micro particles
-  **PROTECTION FROM WATER**
Water resistant to exposure from any direction
-  **PROTECTION FROM DROPS**
Withstands 1.2 m drops on concrete
-  **RESISTANT TO SHOCKS&VIBRATIONS**
Built to withstand random vibrations up to 2G
-  **RESISTANT TO EXTREME TEMPERATURES**
Works in environments ranging from -20°C to 55°C
-  **RESISTANT TO EXTREME PRESSURE**
Withstands up to 1/2 ton of pressure
-  **PUNCTURE PROOF**
Withstands up to 2J of impact energy
-  **RESISTANT TO PETROLIUM OILS**
Not tested
-  **3 3-YEAR COMPREHENSIVE WARRANTY**



About Sonim Technologies

Sonim Technologies (www.sonimtech.com) is the provider of the world's most rugged, water-submersible mobile phones designed specifically for workers in challenging outdoor and industrial environments. Sonim's XP family of rugged phones feature outstanding engineering to meet Sonim's Rugged Performance Standards (for example: impervious to water, 2 meter drops, dust and extreme temperatures). Sonim's industry-leading 3-year Comprehensive Warranty has redefined customer expectations of rugged technology. Sonim provides a suite of high-performance workforce management applications including push-to-talk and lone worker safety services on cellular networks. The company is headquartered in San Mateo, California and offers its products in over 50 countries.