



CASE STUDY

Keeping Airport Terminals Flying Amid Massive Renovations



John F. Kennedy International Airport handles nearly 62 million annual passengers and generates more than \$51 billion in sales. The airport’s Terminal 4 is managed by JFK International Air Terminal (JFKIAT), the first privately operated in the United States. Terminal 4 is the largest terminal within the airport, and it requires state-of-the-art voice and data infrastructure and redundant Internet service that is monitored 24/7 every single day of the year. LaGuardia Airport's Terminal B has undergone a major transformation and is now recognized for its world-class facilities and customer experience, earning a 5-star rating from Skytrax. The terminal features a new Arrivals and Departures Hall with floor-to-ceiling windows, modern amenities, and a focus on sustainability. The \$4B project has been managed by LaGuardia Gateway Partners (LGP).



"As part of our Technology Transformation program, we turned to our long-term partner C1 to upgrade our voice system to a next-gen telephony platform to improve the resiliency and availability across our data centers, but also to ensure that the solution can scale for future expansion at JFK Terminal 4."

Stephen Tukavkin | *VP IT & Digital, JFKIAT*

The challenge: Addressing the Digital Transformation of Airports

It’s no mystery that airports will undergo major renovations in the coming years. But those airports must also embrace digital transformations of critical airport infrastructure from legacy networks to state-of-the-art technology that’s future-proof, secure, and reliable. This is where C1 comes into play. C1 has established itself as a key technology provider in several large-scale airport projects, including JFK International Airport (Terminal 4) and LaGuardia Airport (Terminal B). With a comprehensive team, toolkit, and technologies, C1 has become more than just another vendor. Instead, C1 has emerged as a proactive, responsive, and trusted advisor throughout a project’s lifecycle and beyond. Unlike other technology providers, C1 is vendor agnostic, allowing it to choose from a variety of technologies to ensure customers operate on a reliable and secure network infrastructure.

C1 is the go-to network technology provider for the \$4 billion redevelopment of Terminal B at LaGuardia Airport, managed by LaGuardia Gateway Partners (LGP). This project involves tearing down a 50-year-old terminal and constructing a new 1.3 million square-foot terminal, all while keeping up to 31 gates operational. Advanced fiber optics with Passive Optical Technology span the entire campus, supporting critical systems such as building automation, kiosk and check-in counters, baggage handling, digital signage, and airline connectivity.



Similarly, JFK International Airport's Terminal 4, managed by JFK International Air Terminal (JFKIAT), requires state-of-the-art voice and data infrastructure and redundant Internet service monitored 24/7. C1's in-depth knowledge and understanding of the challenges associated with massive airport renovations have uniquely positioned it to be a partner in what could likely become a long run of airport renovations in the coming years.

The solution: Innovative Technology Implementation for Airport Modernization

C1 stays after the dust settles and the backhoes go silent. Once construction is complete, C1 provides white glove managed services of the airport's critical voice and data network. The ongoing management of the network doesn't involve risky knowledge transfer because C1 has integrated technology, management, and subject matter experts on its team. C1 brings a team experienced not only in airport network operations but also in real estate, retail, and entertainment sectors. This expertise is vital to assure the successful integration of complex and diverse systems onto a single network, as airports manage hundreds of airlines, restaurants, shops, and terminal services.

The result: Seamless Connectivity for Millions of Travelers

Results for JFK International Airport Terminal 4

New York's John F. Kennedy International Airport efficiently manages nearly 62 million passengers annually and generates over \$51 billion in sales. Terminal 4, the largest terminal, is managed by JFK International Air Terminal (JFKIAT), the first privately operated terminal in the United States. This terminal boasts state-of-the-art voice and data infrastructure, along with 24/7 monitored redundant Internet service. "As part of our Technology Transformation program, we partnered with C1 to upgrade our voice system to a next-gen telephony platform. This upgrade significantly enhanced the resiliency and availability across our data centers and ensured scalability for future expansion at JFK Terminal 4," said Stephen Tukavkin, VP IT & Digital, JFKIAT. C1's comprehensive understanding of the complexities involved in large-scale airport renovations has uniquely positioned them as a valuable partner for ongoing and future projects.

Results for LaGuardia Airport Terminal B

C1 became the support team for not only airline operations, but for all of the back-end support companies that make the airport run—from the firms that handle baggage handling and refueling of planes to the gift shop and trendy restaurants inside the terminal. The airport management company, LaGuardia Gateway Partners, leases all of this real estate to these businesses, and as a result, C1 becomes the go-to network provider that allows them to do business and reach out to the rest of the world.

"C1 offers a fresh, innovative perspective, reflective of what is happening in today's network technology environment, and has been a key strategic partner in the design, implementation, and support of the LaGuardia Terminal B redevelopment," said Edward D'Angelo, Director, Information Technology, LaGuardia Gateway Partners.

C1 partnered early with top manufacturers for creative, dependable, and cost-effective solutions. For instance, C1 teamed up with manufacturer Corning Inc, Optics to build "pre-connectorized" fiber inside its factory. Ultimately, it allowed C1 to better protect fiber from harsh construction conditions and to avoid field labor errors and high costs. Ultimately, this translated to low error rates, highly successful test results, and provided significant savings for both C1 and the customer.



C1 designs and delivers technology solutions built for outcomes. We focus on communications, networking, and cybersecurity—pairing leading partner platforms with our advisory, professional, and managed services to make modernization practical, secure, and valuable from day one. Where others talk about transformation, we make it real—faster, simpler, and more resilient. Learn more at onec1.com.