

KERRY AIRPORT IRELAND

Modernizing Airport Communications for Greater Reliability and Mobility

About the client

Kerry Airport is one of Ireland's busiest airports for corporate jet activity outside Dublin. It is a fully commercial airport serving a mix of business and leisure travelers, alongside significant corporate aviation activity. The airport employs around 65 direct staff, with approximately 135 people working on site, including supporting services such as car hire, taxis, bars, and restaurants.

Summary

With increasing regulatory demands and a growing need for reliable, modern communications, Kerry Airport recognized that its legacy telephony system was no longer fit for purpose. By moving to a modern hybrid communications platform based on IPECS UCP100, the airport has been able to modernize its communications infrastructure while maintaining continuity with its existing systems.

The combination of IPECS technology and Goldstar Telecommunications' expertise has delivered a reliable and flexible communications environment that supports critical airport operations, enhances staff mobility, improves cost efficiency, and meets demanding aviation requirements. With a robust communications system and professional support in place, Kerry Airport is well positioned to continue developing its services while maintaining high standards of operational reliability, safety, and communication.

Challenge

Kerry Airport relied on an outdated PBX system that had been in place since the 1990s. The system used a combination of ISDN and PRI circuits, with no online support and slow response times when maintenance issues occurred.

As an airport, Kerry Airport also faced stringent regulatory requirements related to aircraft movements and tower communications. This required a highly reliable and compliant communications system with robust call recording capabilities. In addition, high operational costs, particularly for international calls, placed further pressure on the existing system. Limited flexibility, including the inability to transfer calls to mobile devices, also made it difficult for staff to remain connected while moving around the airport.

Product

Platform

- IPECS UCP 100

Applications

- IPECS IPCR
(Call recording)

Terminals

- IPECS 1000i Series
- IPECS IP DECT





"At this stage, we are 100% satisfied with IPECS. I am very happy to have brought them on board."

"They have done a huge amount of positive work for us and have brought our communications into the 21st century."

Basil Sheeran / CFO, Kerry Airport

Solution

Goldstar Telecommunications, an Irish IPECS partner, designed and implemented a hybrid communications system built around the IPECS UCP100 platform.

- The hybrid approach enabled Kerry Airport to transition from legacy infrastructure to IP-based communications while retaining elements of its existing ISDN infrastructure for continuity and a smooth migration.
- A key part of the project was the introduction of advanced call recording capabilities. Non-tower communications were managed using IPECS iPCR, while a bespoke recording solution was developed for tower communications. This solution supported dual recording and addressed the complex many-to-many recording requirements associated with tower operations.
- The system also included a range of IPECS 1000i Series IP handsets deployed across the airport, together with an IPECS IP DECT solution. This enabled tower staff and other mobile employees to remain fully contactable while moving around the site, providing greater flexibility while supporting the airport's operational and compliance requirements.

Benefits

- The new communications system has significantly improved reliability, providing consistent and uninterrupted communication across the airport's operations. Staff can now remain fully contactable throughout the day, supporting real-time coordination of aircraft movements and other critical activities.
- Integrated mobile functionality allows calls to be transferred to mobile devices, giving staff greater flexibility to stay connected while moving around the airport.
- The solution has also improved cost efficiency by reducing reliance on expensive legacy lines and lowering international calling costs. At the same time, the new system provides the reliability, call recording capabilities, and operational flexibility required to meet the airport's stringent regulatory requirements.
- Together, the modern communications platform and ongoing support from Goldstar Telecommunications provide Kerry Airport with a reliable foundation for its current operations and future growth.