

# Newcastle International Airport use Real-Link to help meet Department for Transport regulations

Newcastle International Airport is the North East's largest airport, handling over four million passengers a year. As with all UK airports, Newcastle International Airport must comply with certain regulations set by the Department for Transport and the EC. These include patrolling all areas of the airport on a regular and random basis and routine checks on vehicles and personnel. This information must be auditable by the Department for Transport. Newcastle International Airport were using a system to record this information but it was very labour intensive and took their supervisors away from their primary task.

In their search for a new system to capture this information, Newcastle International Airport decided to implement RealTime DC's Real-Link system. By working closely with Newcastle International Airport, RealTime were able to customise the Real-Link system so that it matched exactly the information that needed to be captured. Full training and set-up was provided meaning that Newcastle International Airport did not have to spend a lot of time setting things up before the system became operational.



Newcastle International Airport is now using the Real-Link system to record all of the security patrols that are being done and details of surveillance checks. Using the Real-Link solution, rugged NFC enabled mobile phones and RFID tags, Newcastle International Airport can now monitor where every security guard has been and when. They can also view all of the extremely important information being captured to help keep the airport safe. Unlike other systems, Real-Link only needs a NFC enabled mobile phone and RFID tags to work which has made it extremely cost effective for Newcastle International Airport.



One of the most important aspects of the system for Newcastle International Airport is that all of the data is available to view in real-time online. The supervisors no longer need to spend hours of time gathering information and making it presentable. This also means that their regulator, the Department for Transport, can also view this information online easily and in one place.

Bill Lapsley, the Security Delivery Manager at Newcastle International Airport has said that *'The Real-Link system has enabled our audits to become easier, and the fact that it is a secure web user document means that our regulator has one area to audit'*. Bill has also been very pleased with the inclusive support provided by RealTime since the introduction of Real-Link :- *'There have been no issues with the software, and the after sales service from RealTime has proved second to none'*.

By using Real-Link, Newcastle International Airport are now able to ensure the continuing safety of the airport whilst capturing the information that they are required to present to the Department for Transport. This is done easily and cost-effectively, with little interference in the security guards and supervisors day-to-day activities. If you would like to learn more about how Real-Link can help you, please email [info@realtimedc.com](mailto:info@realtimedc.com) or call 01243 855700.

