



Project Spotlight: Airport Digital Ecosystem Maturity

Lead Consultant: Celso Rodriguez
Radiant Technology

The Challenge

Airport environments often begin with disconnected systems—separate CMS platforms, FIDS integrations, advertising workflows, and operational tools.

While each system functions independently, together they create inefficiencies, manual processes, and limited visibility across teams.

The Execution

To support complex airport environments, Celso led a structured and collaborative approach focused on aligning systems, stakeholders, and workflows.

- **Collaborative Discovery Sessions:** Aligned IT, Operations, and leadership teams around shared objectives.
- **API & Integration Planning:** Connected flight data, messaging systems, and operational tools into a unified framework.
- **Governance Framework:** Established clear ownership, roles, and cross-team accountability.
- **Phased Deployment:** Implemented solutions in stages to minimize disruption and ensure stability.
- **Workflow Automation:** Reduced manual processes and improved operational efficiency.
- **System Monitoring & Management:** Transitioned from reactive troubleshooting to proactive system oversight.

The Strategy

Led by **Celso Rodriguez**, Radiant implemented a structured and collaborative approach to evolve airport digital ecosystems.

- **Integrated Ecosystem Approach:** Unified disconnected systems into a scalable digital framework.
- **Stakeholder Alignment:** Connected IT, Operations, and leadership around shared goals.
- **Data & API Strategy:** Enabled seamless communication across platforms.
- **Experience-Driven Design:** Focused on both passenger and operational outcomes.

Maturity Transformation

- Siloed Systems → Integrated Ecosystem
- Manual Workflows → Automated Orchestration
- Reactive Operations → Proactive Monitoring
- Isolated Displays → Enterprise Digital Experience

The Result

The transformation created a unified digital ecosystem that improved operational clarity and efficiency across the airport.

Real-time data enabled faster decision-making, while automated workflows reduced manual effort. Messaging became consistent across all platforms, improving both passenger communication and internal coordination.

Teams gained greater visibility into operations, allowing them to focus less on managing systems and more on enhancing the overall traveler experience.



READY TO LEARN MORE?

Contact **Celso Rodriguez** at
celso.rodriguez@radianttech.net
or call **678-990-7925** today.



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