



## BACKGROUND

Wellington International Airport, the third busiest in New Zealand after Auckland and Christchurch, caters for over 6 million passengers each year. With an average of 250 daily flights flying to 25 direct destinations, the airport is constantly adapting and growing.

Managing an airport with such high volumes of footfall has many challenges and takes experience and co-ordination between different departments. Of course, it is not just passengers that need to be considered. Wellington Airport itself has 120 employees, but with 11 retailers and 14 food outlets operating within the terminal, the total number of staff across the airport campus comes to 1,500.

## THE PROBLEM

Wellington Airport had some challenges relating to permitting and contractor management. Specifically, they wanted to understand what jobs were happening at the airport and where at all times. Wellington Airport also operated a paper-based permit to work system which had some shortcomings, including permits not being filled out correctly or in some cases not being closed properly.

After reviewing the permit to work system at the airport, and coming across existing inefficiencies caused by that system, management made the decision to look for an electronic permit to work system to manage and control permits and work authorisation at the airport.

## THE SOLUTION

OneLook Systems proposed SafePermit and Contractor Portal as solutions for Wellington International Airport. Implementing our permitting system enabled Wellington Airport to see what work was happening on site and enabled them to see what permits were being closed out and if they were being closed on time.

With the OneLook Systems Contractor Portal module, Wellington Airport were also able to push back the administration work regarding the contractor's qualifications to the contractor.

Some additional features to the permit to work system were discussed, all of which could be integrated for Wellington Airport. These included:

- The ability to access the system from anywhere in the airport, on any device.
- The configurability to add their own process instruction and rules on the system.
- In the instances where permits were rejected, contractors would be allowed to see the reason why and would be able to change and resubmit their details.
- A big requirement for Wellington Airport was for different work requests to go to different approvers. For example, landside permit requests would go to one person for approval and airside permit requests might go to a different person. This was incorporated into the final solution for Wellington Airport.
- Wellington Airport had reservations about using a vendor outside of New Zealand and had some concerns about how the different geographies would affect the quality of service provided, as OneLook Systems were based in Ireland and Wellington Airport were based in New Zealand. We were able to assure them that our cloud-based solution was the right fit for streamlining work at the airport, and our support team was available at all times when needed. Having worked with existing clients in Singapore, China and Australia, OneLook Systems were experienced in providing a solution that was truly global.

