

# Gatwick Airport

Gatwick Airport is the busiest single runway airport in the world, processing up to 945 flights per day. The airport handles more than 42 million passengers per year, boarding and disembarking 55 flights from 52 different airlines.



## Business Challenge:

To compete on a global stage, the airport needed to improve the quality of the passenger journey and speed of aircraft turnaround. Data generated across the airport is essential to turn planes around efficiently and optimize customer experience. However, Gatwick lacked real-time visibility into this data.

## Splunk Solution:

Using Splunk Cloud, Gatwick now monitors data from its own systems, flight schedules, social media and road, rail and bus services to more accurately predict passenger flow ahead of time. Factoring these real-time insights into its operations allows Gatwick to dynamically change crews' breaks, or call in more resources to meet demand and get passengers through to departures as quickly as possible. Gatwick also uses Splunk Cloud to visualize key airfield performance statistics and improve collaboration across the airport.

## Business Value Realized:

Splunk Cloud has helped Gatwick to deliver the best possible passenger experience, getting 95 percent of passengers through main airport security in five minutes or less. Gatwick uses Splunk Cloud to meet and exceed this target by analyzing and optimizing each step of the passenger journey.

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