



innovaphone Case Study

Maastricht Aachen Airport Moves its Business Communications Solution to the Cloud



“Good and reliable communication is of great importance at an airport. innovaphone has proven to be a good partner.”

Cyril Engels, ICT employee at Maastricht Aachen Airport

Built in 1945 as a makeshift airfield for the Allied Forces, Maastricht Aachen Airport (MAA) celebrated its 75th birthday last year. Today, it is the only regional airport in the Netherlands for passengers and freight. The airport in the province of Limburg, eight kilometers north of Maastricht (in the southeast of the Netherlands) and employs around 220 people. With innovaphone’s new communications equipment, the airport has found a good solution for its wide range of divisions and departments - from the police to the secretarial office.

The existing telephone system was technically outdated and no longer met the airport’s requirements. With this in mind, the telephony environment had to be replaced. innovaphone AG was recommended to MAA by a partner. Saïd Farhane, who advised and supported MAA during the renewal of the communications solution on behalf of Kreuze BV, explained: “It was a strong cooperation which led to a good result. During the project we stayed in close contact to facilitate a smooth transition. User adoption



Cyril Engels and Saïd Farhane

was very important in this project. It ensures that staff are trained and thus familiar with how to make the best of the solution.”

Cyril Engels, ICT employee at Maastricht Aachen Airport, emphasizes: “Good and reliable communication is of great importance at an airport. innovaphone has proven to be



Cloud by innovaphone



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a worthy partner. The cooperation between Kreuze and innovaphone has been fantastic and we have built a good relationship. Both the support and the implementation were perfect."

An innovaphone myApps Cloud solution was set up and various desk phones such as IP111, IP112 and IP222 were integrated. The cloud solution makes it possible to use all the functions of myApps, the universal work and communications platform. This offers the airport more freedom, flexibility, individuality and security. In addition, this solution has created more scope in view of the fact that no additional hardware is required. Cyril Engels summarizes: "We are happy with the quality of telephony at the airport, which is particularly important when good communication is an absolute necessity. In addition, it is easy to implement any adjustments, wishes and extensions."

