# COMMSCOPE®

# KLM relies on CommScope infrastructure solutions for KLM's updated non-Schengen Crown Lounge

KLM, founded on October 7, 1919, is the oldest airline in the world still operating under its original name. KLM's home port is Schiphol Airport near Amsterdam.

**Customer:**

KLM

**Country:**

Netherlands

**Project:**

KLM non-Schengen Crown Lounge

In 2019, the "lounge of the future" developed by KLM and Schiphol was completed. This international KLM non-Schengen Crown Lounge is one of the largest and most modern airport lounges in the world. The lounge, located between piers E and F, has approximately 1,400 seats and an area of 6,800 square meters, and it is the ideal place to spend some time working or escaping the hustle and bustle of the airport. Intercontinental business-class passengers and frequent flyers enjoy healthy snacks, drinks and entertainment such as a mini cinema and DJ booth. Wi-Fi and charging stations for laptops and phones are complimentary. The space is beautifully decorated with a large amount of art and old KLM paraphernalia.

## Challenges for CommScope:

- Building a highly future-proof data infrastructure to deliver new smart lounge services to visitors now and in the future

- Build infrastructure while the KLM non-Schengen Crown Lounge was open for guests. The project needed to be carried out in two phases, with 50 percent of the lounge open at all times, to avoid closure of the lounge area

- Provide the infrastructure for services like Wi-Fi and 4G/5G throughout the lounge

- Maintain user comfort during operations, with appropriate access policies

## Solutions used:

- CommScope NETCONNECT® Category 6A STP/Class EA B2ca copper cabling with angled panels for optimal patch cable overview and management

- CommScope NETCONNECT® OM4 fiber backbone

## KLM at Schiphol Airport

With 34.1 million passengers and 621,000 tons of cargo, KLM and KLM Cityhopper form the heart of the KLM Group. KLM has a strong international reputation and role model function, as well as being very important to the city of Amsterdam and its surroundings. KLM is continuously developing and offering new services and products to its passengers.



Jerry Padt, project manager ICT Infrastructure at KLM

"It is extremely important to keep monitoring our competitive position," says Jerry Padt, project manager ICT Infrastructure at KLM. "People today fly with increasing awareness and expect pleasant, fast, but also increasingly personalized services before their departure or after arrival. Guests want to be able to work or relax quietly, have tasty food and beverages, and the opportunity to sleep and shower. All these possibilities are now offered by the renovated KLM non-Schengen Crown Lounge."

To guarantee delivery of all the services offered, the entire lounge is equipped with NETCONNECT data cabling infrastructure. Together with the IP infrastructure, this forms the basic platform of the lounge.

## Conscious choices

Jerry Padt continues: "Our passengers take it for granted that internet is available 24/7, even in a challenging environment like Schiphol. But staff also make full use of ICT services. That makes 24/7 uptime enormously important. At KLM, we want to offer

the most optimal user experience. Because we are completely dependent on our infrastructure and have to be able to rely on it 100 percent, we as KLM have chosen CommScope. CommScope remains at the forefront of developing new technologies and provides us with important guarantees for the system and applications. They are our partner for data infrastructures based on quality, trust, local support and thinking along with us."





## Sustainability

By making conscious choices, KLM likes to contribute to sustainability. For example, we invest in cabling solutions with a long life expectancy. A positive impact can also be made by paying attention to packaging materials of the products to be purchased. As a manufacturer, CommScope has received worldwide recognition for its commitment to sustainability, for example in the area of packaging. The patch panels for copper and fiber-optic connections are packed in recycled and recyclable cardboard and delivered without paper instruction sheets but with a QR code for instructions. Patch cords are also packed as sustainably as possible, with each cable being packed not separately in a plastic bag but in recycled and recyclable labelling paper/cardboard.

Thus, KLM IT and CommScope are also working together for a better future for the installation of data cabling.

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**Jerry Padt, project manager ICT Infrastructure at KLM**





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