

CLIENT STORIES

Seamless Connectivity Across Africa: How AFR-IX Telecom Enabled Reliable Internet for Brussels Airlines

Operating across multiple African airports and cities presents a unique set of connectivity challenges for an airline. Ensuring reliable and redundant internet services is crucial for maintaining seamless communication, operational efficiency, and passenger experience.

About



Brussels Airlines is a leading airline providing passenger and cargo services across Europe and Africa. With a strong presence in African markets, the airline requires a reliable and resilient telecommunications network to support its operations in multiple airports and cities.



Challenges faced

Brussels Airlines faced significant connectivity challenges in its African operations:

- 1** Connecting new and existing sites
The airline needed a robust telecom solution to link its sites in **13+ African airports and cities**.
- 2** Reliable internet service
Essential for operational efficiency, requiring at least **diverse last-mile protection** per site to ensure uninterrupted connectivity.
- 3** Seamless integration
The network had to accommodate legacy infrastructure while providing a future-proof connectivity solution.



AFR-IX Telecom's Solution

AFR-IX Telecom, acting as a wholesale provider for a multinational telecom company serving Brussels Airlines, designed and deployed a customized solution:

① Dual Internet Services per Site

Each site was equipped with two independent internet connections, ensuring last-mile diversity with combinations such as **FOLL+FOLL**, **FOLL+MW**, or **MW+MW**, along with **diverse edge nodes** for additional redundancy.

② Remote Hands and Eyes Service

Local technical support was provided to assist with on-site troubleshooting, installations, and maintenance, ensuring minimal disruption.

Conclusion

Through AFR-IX Telecom's expertise and tailored connectivity solutions, Brussels Airlines successfully enhanced its telecommunications infrastructure across multiple African locations. The airline now benefits from **reliable, resilient, and well-monitored internet services**, enabling seamless operations and improved service delivery.

Results Achieved

The collaboration with AFR-IX Telecom delivered significant operational and performance improvements:

① Rapid Deployment

All sites were successfully connected within lead times ranging from **2 to 10 weeks**.

② 24/7/365 Monitoring & NOC Support

Continuous network monitoring, ticketing, and issue resolution in coordination with local ISPs.

③ Monthly Service Quality Reports

Comprehensive performance analysis and insights provided by AFR-IX to ensure transparency and accountability.

④ Customized Monitoring Portal

A web-based dashboard tailored for the customer, offering real-time visibility into network performance.

⑤ High SLA Standards

Achieved **SLA above 99.5% per site**, ensuring consistent and reliable connectivity.