



Visual Synergy

Avison Young Case Study

Enhancing Hybrid Collaboration

Heathrow
Making every journey better

Proposed Equipment Specification for at Heathrow Airport with Logitech Tap and Microsoft Teams Rooms

Overview

In partnership with Capgemini, our team successfully implemented a comprehensive Microsoft Teams Room (MTR) solution for Heathrow Airport (HAL), leveraging Logitech Tap systems. This deployment supports HAL's broader objective under their agile and hybrid workspace program to enhance collaboration across the airport environment.



Project Scope

Deployment Footprint

- **Locations Covered:** Main office building, operational buildings throughout the airport, and terminal areas—both landside and airside.
- **Room Types:**
 - Small, medium, and large meeting rooms
 - Partitionable rooms configured for combined audio collaboration
- **Technologies Deployed:**
 - Logitech Tap systems for unified room control
 - Microsoft Teams Rooms software for seamless virtual collaboration
 - Whiteboard document cameras for content sharing
 - Presentation cameras for speaker tracking
 - Audience cameras for inclusive engagement

Objectives and Strategic Alignment

Project Purpose and Benefit

HAL sought to use the MTR project to transform internal and external communications through the Microsoft Teams conferencing solution. This effort aligns with their broader digital workplace transformation, enabling:

- **Inclusive meetings** that bridge the gap between in-person and remote participants
- **Interactive experiences** through intelligent audio-visual systems
- **Scalable and secure deployment**, with consistent configurations across various room types
- **Streamlined operations**, reducing technical barriers for end-users

Implementation Highlights

- **Agile Delivery:** The project followed agile methodologies to adapt to the diverse operational environments across the airport.
- **User-Centric Design:** Rooms were designed for intuitive use, prioritising ease of access and consistent experiences across locations.
- **Security and Compliance:** Solutions adhered to HAL's stringent IT and airport security requirements.
- **Scalability:** The implementation model allows for easy replication as HAL scales its hybrid workspace model further.

Results

- Enhanced meeting equity for hybrid teams
- Increased utilisation of Microsoft Teams Rooms as the default meeting platform
- Improved employee satisfaction through simplified and reliable technology
- Positive feedback from users across departments, including airside operations, terminal management, and corporate functions

Testimonial from Heathrow Airport

“The MTR project is pivotal to transforming how we collaborate at Heathrow. With these upgrades, we are ensuring that our teams—no matter where they are—can connect, share, and make decisions in real-time, securely and efficiently.”

— Heathrow Airport Project Sponsor

Conclusion

The Heathrow MTR deployment exemplifies how collaborative partnerships and best-in-class technology can revolutionise workspace communication in complex and dynamic environments like international airports. Through the Logitech Tap and Microsoft Teams integration, Heathrow Airport is now equipped for a future-ready, hybrid workforce.