

CASE STUDY

ENGIE SERVICES, SCHIPHOL CENTRUM: DEPENDABLE PARTNERSHIP

Redlink has been providing Datwyler cabling solutions to the ENGIE team at Schiphol airport for many years. Together the partners help to ensure that everything runs smoothly.



ENGIE Services, with a workforce of around 6000, is the largest technical service provider in the Netherlands, and maintains the ICT networks from Schiphol and Microsoft among others.

The IT infrastructures at ENGIE's major business customers are being developed very rapidly, and demand flexibility, concentration and close contact on the part of the electrical suppliers.

For over ten years Redlink B.V., based in Bunschoten-Spakenburg, has been Datwyler's official distributor for Schiphol Centrum, the central part of Schiphol Airport.

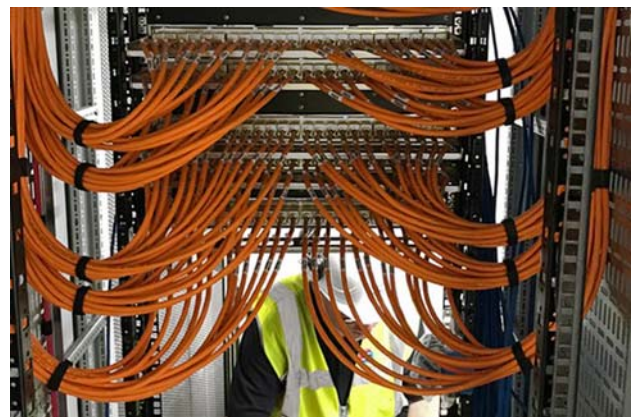
"We have found Redlink to be a dependable partner with a great deal of technical know-how, who holds a broad range of our product solutions in stock and is fully committed to ensuring that they are available on the Dutch market", explained Ralf Klotzbücher, Datwyler's Vice President Sales & Marketing Europe.

Prompt implementation

Redlink supplies all information technology products to the ENGIE Team, which coordinates the IT installation work at the airport. This team is available round the clock and ensures that the desired modifications and upgrades are implemented promptly.

The spectrum ranges from the connection of new shops through modifications to the fibre optic backbone to security and other smart building applications.

A good example is the maintenance and repair of the passenger flow system. This "smart" system uses sensors to measure the speed at which queues are moving. Excessively slow check-in generates a signal leading to a new desk being opened. This means that the system not only ensures satisfied passengers, but also helps avoid hold-ups and delays. Very close contact between Redlink and the ENGIE team and a flawless delivery process are therefore of great importance.





Services as added value

Should an item not be available at short notice, Datwyler's partner will suggest a suitable alternative to ENGIE. Redlink also advises its client on its infrastructure

policies, for example on the new cable fire classifications which came into force since the introduction of the European Construction Products Regulation (CPR).

"Anyone can sell cables. We give the installers the information they need to do their job at the cutting edge", explains Jeroen de Graaf, Redlink's Sales Manager.

This is added value which also goes down well with ENGIE Services: "Redlink devotes a great deal of attention to every order. For example, they sometimes explain basic concepts to new staff in order to prevent future errors in ordering. This saves time, and to my mind that shows real initiative," says the ENGIE planning engineer in charge.

(February 2019)