

FREQUENTIS to support Airways New Zealand with transition to new ATM System

Frequentis Control Room Consulting enables higher user acceptance rates through Human Performance measures

Airways New Zealand has contracted Frequentis to help develop Human Performance measures for a new Air Traffic Management (ATM) system for New Zealand. The new ATM system is a key element of Airways New Zealand's move to transform its services, and work as one centre, from two locations. The new system will begin operating from 2020, and will include new desks and displays, housed in two new operational buildings in Auckland and Christchurch.

"Frequentis will help Airways New Zealand to provide a framework for measuring Human Performance as the new ATM system and controller workstations are developed. Frequentis has considerable experience in the application of Human Performance by taking into account the user experience, working environment and user acceptance," said Andrew Griffith, Airways ATM Program Manager

Frequentis has more than twenty years' experience in HMI topics related to Air Traffic Management. By investing substantially in usability research including participating in programmes such as SESAR, its capabilities have evolved from a focus on Frequentis products to helping ANSPs succeed in introducing new ATM Automation functionality. Frequentis utilises its user centric design process and proven success rates in the delivery of its own safety-critical projects, supported by consultancy services.

"By introducing the User Centric Design Process early in the design phase user acceptance is greatly increased. Through the method of information flow analysis, the customer is given a new view of the processes in the control room and showed improvement potential. Frequentis is pleased to be assisting Airways New Zealand with this significant project", said Theodor Zeh, Director of Control Room Consulting at Frequentis.

About FREQUENTIS

Frequentis is an international supplier of communication and information systems for control centres with safety-critical tasks. These control centre solutions are developed and distributed by Frequentis in the business segments Air Traffic Management (civil and military air traffic control, and air defence) and Public Safety & Transport (police, fire and rescue services, emergency medical services, vessel traffic and railways). Frequentis maintains a worldwide network of subsidiaries and local representatives in more than fifty countries. The company's products and solutions are behind more than 25,000 operator positions in over 130 countries. With this extensive portfolio, Frequentis is the leading provider of voice communication systems... all making our world a safer place every day!

For more information, please visit www.frequentis.com

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