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# FREQUENTIS centralises emergency communications for Düsseldorf Airport Fire Service

- **Modernisation of the fire service operations centre**
- **Software-based platform ASGARD integrates emergency calls, radio networks, and operational control systems at Düsseldorf Airport**
- **Direct lines of communication for fast coordination in case of security incidents**

Düsseldorf Airport performed a comprehensive modernisation of its airport fire service communication technology. As part of the construction of the new command centre in 2026, the existing 14-year-old communication system was replaced by the software-based solution ASGARD from Frequentis.

SITA Airport IT GmbH was responsible for the network infrastructure and cross-disciplinary system integration.

**All communication channels on one user interface**

The new system brings together previously separated lines of communication on a unified and customisable user interface. From their workstations in the fire service and security centre, the dispatchers have central access to public authority and airport telephone networks, analogue radio, and two digital TETRA radio networks. The system is available for public safety authorities and organisations as well as for airport-internal operations. In addition, aeronautical radio, intercom systems, lift emergency calls, and the SkyTrain passenger rail emergency call system are directly connected.

In case of security incidents in flight operations, such as an in-flight emergency, communications with the German Air Traffic Control, the flight crews, local emergency services, and, if required, Düsseldorf's professional fire department can be seamlessly coordinated via the new system. Emergency calls from the control tower immediately establish a direct connection to the fire service control centre and, at the same time, trigger visual warning signals for traffic control and SkyTrain operations. With the exception of the analogue lines to the tower, voice communication is handled entirely via VoIP. The standard hardware ensures that future component changes can be carried out independently of proprietary manufacturer systems.

**Redundant architecture and resilient operation**

To ensure the control centre operates without interruption, the backend and technical components are subject to redundant security standards. The system infrastructure is spread across two separate areas of the airport site. Firewall clusters and Session Border Controllers secure the IP-based communication. As a local fallback option, two additional workstations are available at Feuerwache Nord.

“For our fire brigade, every second counts during an emergency. Therefore, communication channels must converge in one place and remain available even if one component fails. ASGARD gives our dispatchers the overview and reliability they need in daily operations,” says Michael Meier, Deputy Head of the airport fire brigade at Flughafen Düsseldorf GmbH.

**Seamless transition during operation**

The transition from the old to the new system was carried out in parallel operations.

“An airport fire service control centre requires the very highest level of resilience and must always have a contingency plan in place. The network, interfaces, and fallback routes must function as an integrated system. Therefore, we closely coordinated all stakeholders together with Frequentis and the airport’s IT, intensively tested the systems, and prepared the change in a way that the control centre communication remained available at all times during the transition,” says Franziska Römpke, Senior Project Manager at SITA Airport IT GmbH.

**Solution offers extensive potential for upgrades**

The platform is ideally designed for future upgrades: the planned options include the integration of real-time translation and transcription, video calls, and mobile broadband mission-critical services (MCX). “When it comes to security, emergency services, and fire safety, reliable and resilient communication technology is essential. We are pleased to be able to make a valuable contribution to this with our ASGARD system. This ensures that the fire brigade at Düsseldorf Airport is technically well-equipped for the future and can reliably provide emergency medical services as well as fire protection for aircraft and buildings at one of Germany’s key aviation hubs,” concludes Marcel Haar, Managing Director of Frequentis Deutschland.

## About SITA Airport IT

SITA Airport IT GmbH is a leading IT specialist for the safety-critical areas of air traffic, the maritime industry and local authorities. Established in 2005 as a joint venture between SITA and Düsseldorf Airport, having emerged from the airport's IT department, the company combines international industry expertise with a close relationship with its regional customers.

With more than 20 years of experience, SITA Airport IT develops and operates tailored, secure, and highly available communication and IT solutions. More than 120 employees at two locations in Düsseldorf serve more than 250 companies every day, including airports, airlines, ports, shipping companies, public authorities, and local authorities. ISO 9001 and ISO 27001 certifications as well as testing according to ISO 27017 and ISO 27018 underscore the company's high standards of quality and security.

More information can be found at www.sita-airport-it.aero

## About FREQUENTIS

Frequentis stands for a safer world. Our solutions are used in our customers' command and control centres to help them make the world safer.

Frequentis is a world leader in high-tech solutions for Air Traffic Management, supporting both civil and military air traffic control organisations, as well as Public Safety and Transport, where police, emergency rescue services, fire brigades, railways, coastguards, and port authorities rely on our extensive portfolio.

The listed family business based in Vienna, Austria, drives innovative and sustainable solutions for safety and security in everyday life and in the safety-critical sector. Its air traffic optimisation solutions for air traffic control centres are contributing to reducing emissions.

As a global player with about 2,900 employees (full-time equivalents/FTE), Frequentis has a worldwide network of companies in over 50 countries. Its products, services, and solutions are used in around 150 countries. Shares in Frequentis are traded on the Vienna and Frankfurt stock exchanges; ISIN: ATFREQUENT09, WKN: A2PHG5. In 2025, revenues were EUR 580 million and EBIT was EUR 47 million.

For more information, please visit www.frequentis.com

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