

Miami Dade Aviation Department Shared Tenant Services Program

Miami International Airport provides telecommunications, data network and shared airport tenant's services throughout its own facilities and those of its associated regional airports.

Miami Dade Aviation Department (MDAD), Shared Tenants Services (STS), provisions the management of telecommunications facilities and services within the Miami International Airport Campus. MDAD selected Black Box Network services (BBNS) to help design, operate and maintain the network infrastructure and ongoing network management activities associated with the STS program.

Under this arrangement BBNS installs and maintains a high capacity communications system and offers a suite of telecommunications services to STS tenants. These systems include;

- Digital, Analog and Voice over Internet Protocol (VOIP) Telephone Service
- MDAD discounted intrastate, interstate and international telephone service
- Broadband and Wireless High Speed Internet Access
- Virtual local area network (VLAN) technology, which allows the option of opening specific communication channels between tenant locations as well as internet access.
- Dedicate liaison between MDAD and tenants for all Communication services
- Custom billing and management reports.
- Cable and wiring installation and maintenance
- Consulting, customization and system integration
- 50+ dedicated on site support personnel
- Lan/Wan service and support
- Disaster Planning and Recovery services
- 24/7 Network Operations Center and Help Desk support.

The cost of equipment, line, carrier services and maintenance are distributed across the STS tenants that subscribe to the service. STS tenants benefit from the arrangement by obtaining innovative converged solutions, as well as a level of on-site expertise and support.

STS tenants find this program appealing for a variety of reasons, including, the convenience of One stop shopping for all communication needs. This results in reduced operating costs, since the need for technical expertise, diagnostic tools, and spare inventory is eliminated.

The MDAD STS program improves accountability, communications, processes and responsiveness thereby, helping to effectively and efficiently address telecommunications, data network and tenant services requirements.