eforsair
easy airport

LONDON SOUTHEND

A dynamic airport at the heart of a thriving community, London Southend Airport is steeped in history—from its early beginnings in World War I and II, to becoming a fully-fledged commercial airport in the mid-1950s and surviving the COVID-19 pandemic from 2019.

Today, the airport has the capacity to serve more than 2 million business and leisure passengers a year (they successfully crossed that mark in 2019), and aspire to hit 5⁺ million in the years to come.

Replacing the airport's multiple IT systems with Eforsair has resulted in a 60%-saving in operational software!"

Interview with Justin Nicolson, Head of Airside Operations at London Southend and Eforsair administrator.

1. THE BACKGROUND

During the initial exchange with London Southend—an online demonstration for industry stakeholders including RFFS and Airside Operations—the airport was actively seeking to consolidate six separate stand-alone IT systems into a single, unified platform. Their needs ranged from **fire services logbooks to tools for wildlife and surface inspections, winter operations, and an incident alerting and management system**. 'We know it's a long list, but each of these systems comes at a cost—and none communicate with each other.'

To better assess the full scope of Eforsair's capabilities, the airport presented a specific challenge they faced: retrieving historical data to support planning for seasonal events such as wildlife migration. The system made this process remarkably simple, which won the team over.

'Each time I see it, I learn something new it can do. It does everything our current systems do and more.'

For the second meeting, a working version of the software was provided to senior managers from several airport departments, allowing them to experience it first-hand. They were highly satisfied with **the information management workflow, the user-friendly interface, and the rapid generation of statistics**.

2. THE EFORSAIR IMPLEMENTATION

Replacing multiple IT systems at once was a major undertaking—one that would affect every department at the airport. It demanded not only a full organisational overhaul but also a strong commitment to change. Despite the scale of the transition, Eforsair was widely embraced and integrated into more departments than just **Fire and Rescue Services, including Security, Facilities, Airside Operations, Air Traffic Engineering, and Fuel Services**. For the first time, Eforsair serviced an entire airport!

The airport's biggest challenge was internal: reaching agreement on a common nomenclature to properly set up the system, knowing that its effectiveness relies heavily on the quality of the **data input**. Once this was established, all system administrators received training in configuration. As for the users, even those with limited computer skills adapted quickly—something that had not been the case with previous IT systems, which challenged the common assumption that expensive and complex systems are inherently better.

'What's the catch? No catch.
Eforsair is simple to use, easy and clean.'

When the head of ATC requested a more comprehensive **document storage interface**, the module was revisited and, within just four weeks, it was made available to all existing Eforsair clients.

3. THE OUTCOME

London Southend is now more active than ever in using Eforsair for its airside operations. Every action is **logged and automatically reported**. All users have the **app** installed on their mobile phones for **on-site inspections**, while service managers can **easily track all activities, even remotely**. New staff undergo in-house training and further refine their skills through **hands-on use** of the system.

Airport audits conducted by the Civil Aviation Authority have been managed effortlessly and indeed, very successfully. When questions such as 'How many times was the runway condition "wet-wet-wet"?' or 'How many times has the category been downgraded?' or 'When was this vehicle last calibrated—can you provide proof?' were raised, the Airside team was able to instantly display the relevant information on screen. Gone are the days of sifting through countless paper records.

Likewise, following two bird strike incidents, the airport was able to deliver **traceable records** of its wildlife hazard inspections and mitigation efforts, enabling a more thorough investigation into the events leading up to the incidents.

'Everything for us here is evidence-based.
It's taken a lot of pressure off our shoulders
to have everything in one place'

Several UK airports have observed the Eforsair system in use at London Southend Airport, and all have been highly impressed by its performance.