



CATHAY PACIFIC

“Zeon Digital is a dependable radio and has become an integral part of our business.”

The Client

Cathay Pacific

Using Zeon Digital radios in...?

Sydney and Melbourne airports (and probably Brisbane in the future)

Why two-way radio?

“We are working from 5 am to midnight, 7 days a week and it is critical that we have the capability to communicate quickly with each other.”

Why Zeon Digital?

“When we looked around we found that there wasn’t a comparable product on the market to the Zeon Digital radio”.

The Story

Hong Kong based Cathay Pacific Airways has grown to become one of the world’s leading airlines with a reputation for superior customer service and technological innovation. Founded in the 1940’s by American Roy C Farrell and his Australian partner Sydney de Kantzow, legend has it that the name was thought up by Farrell and a group of foreign correspondents in a Manilla bar.

Today, the company flies to 120 destinations around the world and their fleet of 108 aircraft is regarded as the most modern in service. The passenger fleet comprises 24 Boeing 747-400s, five Boeing 777-200s, 12 Boeing 777-300s, one Boeing 777-300ER, 29 A330-300s, 15 A340-300s and three A340-600s. And with an eye to the future the airline currently has a total of 32 additional aircraft on firm order.

The ongoing popularity of Cathay Pacific is reflected in their latest global passenger figures, confirming that the airline is carrying one million each month!

Needless to say, with such huge monthly passenger movements, reliable communication is an integral part of Cathay’s business and a major reason why they use the Motorola Zeon Digital network.

Cathay currently has 29 MTP850 Zeon Digital radios shared across approximately 50 staff working 7-day shifts at Sydney Airport. The radios need to be reliable, easy to use and robust as on any given day they can be in the hands of several different users as staff change shifts.

Cathay chose the latest Zeon Digital two-way radios after thoroughly checking the market to see which product would best suit their needs.

“We were previously using the Motorola analogue network but after 4 years we needed to upgrade to the latest technology. When we looked around we found that there wasn’t a comparable product on the market to the Zeon Digital radio” said Norman Chun, senior engineer who looks after the Zeon Digital radios.

“We are working from 5 am to midnight, 7 days a week and it is critical that we have the capability to communicate quickly with each other” said Chun. “The Zeon Digital two-way radio allows instant communication across different sections, such as cargo handling, passenger check-in and technical crews. This is particularly critical when there is a technical problem with a plane and the engineering crew are feeding reports to passenger check-in to keep passengers informed.”

After 1 year of operation Cathay are happy with the service and will be looking to upgrade to the Zeon Digital at Brisbane airport next year.

“The Zeon Digital is a dependable radio and has become an integral part of our business” Chun said.

