CASE STUDY LOUIS ARMSTRONG NEW ORLEANS INTERNATIONAL AIRPORT

Building a World-Class Passenger Experience From the Ground Up

The New MSY | New Orleans, LA | 13.1 Million Annual PAX | 972,000 sq. ft.

When the brand-new Louis Armstrong New Orleans International Airport (MSY) opened in fall 2019, it marked one of the year's greatest achievements for the airport industry. The $1 billion project, featuring three concourses, 35 gates, new parking garages and over 40 restaurants and shops, is the manifestation of a vision — a world-class airport for a world-class city. To realize that vision, the new MSY partnered with Boingo. Serving as MSY's trusted advisor and one-stop expert on world-class connectivity, Boingo designed and built a 5G-ready neutral host network that included cellular DAS and Wi-Fi to deliver a reliable, seamless and secure connected experience for MSY passengers, concessionaires and staff.

DELIVERING THE MSY VISION

VISION A World-Class Airport for a World-Class City	SOLUTION Converged Network
Boost cellular coverage for supported Tier One carriers	**DAS**
Provide fast, free connectivity with fast speeds of up to 100Mbps	**Wi-Fi**
Enable travelers to seamlessly and securely roam onto Wi-Fi for ubiquitous connected experience	**Passpoint**
Deliver MSY-branded experience, offer free Wi-Fi to travelers	**Boingo Media Advertising Platform**
Drive non-aeronautical revenue	**DAS, Wi-Fi, Passpoint, Advertising, Retail**
Outsource network monitoring and maintenance to ensure a world-class connectivity experience for passengers	**24/7/365 Maintenance, Monitoring and Customer Care**
Track network performance, collect data, drive insights	**Boingo Insights**

HIGHLIGHTS

Efficient, Effective, Elegant: Construction Synergies

Boingo joined the MSY construction and architect team early in the process. This enabled the wireless networks to be incorporated into the overall construction and design plan. Building in parallel provided economies of scale, minimized disruption, ensured architectural design aesthetics and kept opening day on schedule.

All Are Welcome: Neutral Host Approach

Boingo's neutral host model is unique. With the ability to support all Tier One Carriers to boost coverage, a neutral host network can scale to provide all passengers with superior connectivity regardless of their wireless provider.

UNLIMITED FREE MSY-FI

Enjoy unlimited free Wi-Fi throughout the airport. Simply select the **#MSY-FI network** on your device to get started.

24/7 Customer Support
1-800-880-4117 or
support.boingo.com/consumer

THE NEW MSY | boingo

Airport Wi-Fi Signage
Designed by Boingo

[Watch the Video](#)

"Boingo helps us achieve greater ease and efficiency for passengers, delivering connectivity that makes travel more convenient and seamless."

Kevin C. Dolliole, Director of Aviation for the City of New Orleans

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ARCHITECTS

César Pelli of Pelli Clarke Pelli, Manning Architects, and the Crescent City Aviation Team, a joint venture of Leo A. Daly Company and Atkins North America, Inc.

For more information contact your Boingo Account Manager or visit boingo.com

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