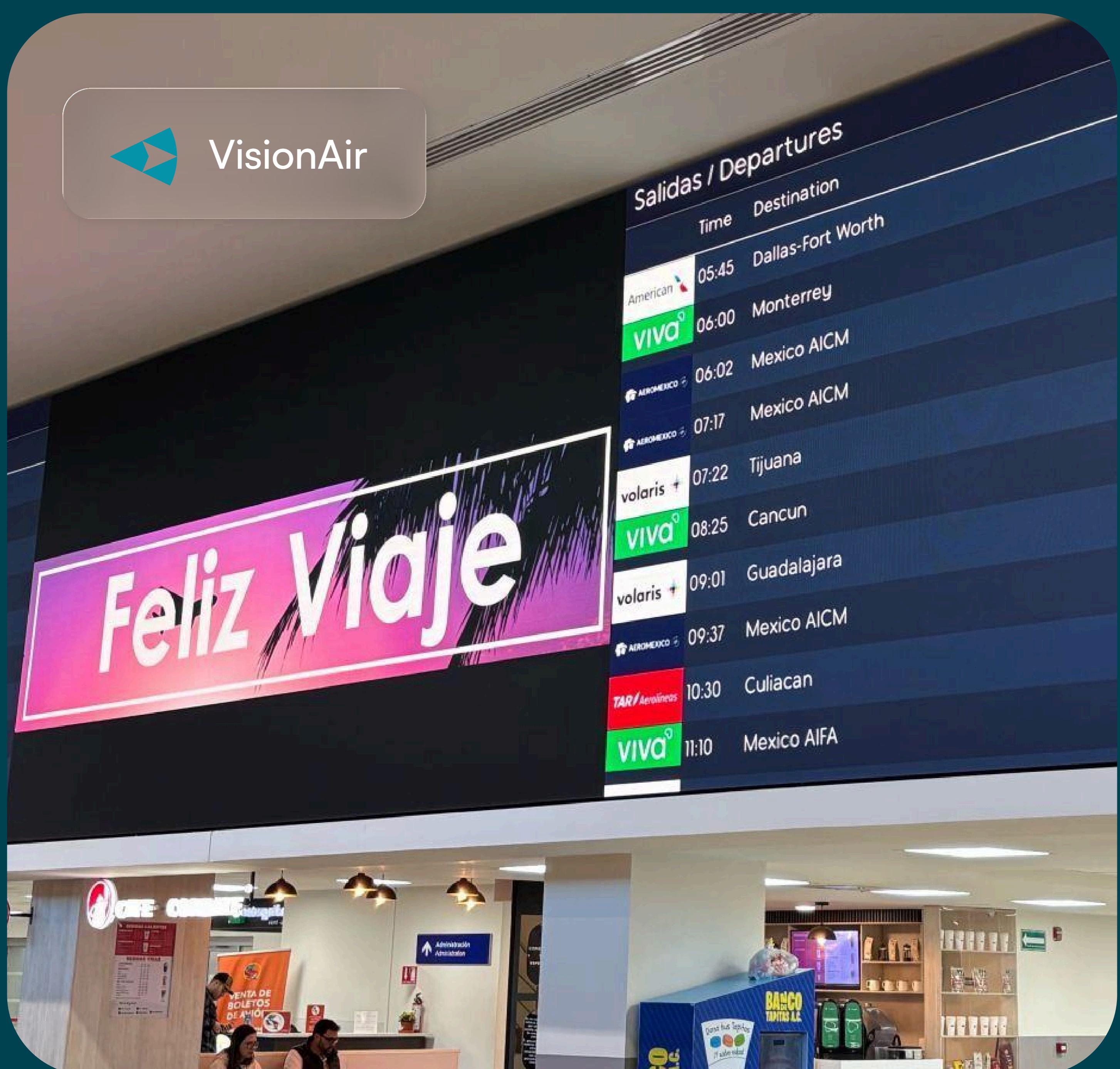


13 Airports, One Vision:

How OMA Airports And AirportLabs Transformed Passenger Experience With VisionAir FIDS



Overview

When **OMA Airports** partnered with **AirportLabs**, the goal wasn't just to replace an old system across their 13 airports. It was to empower airport teams with a faster, simpler way to communicate with passengers across their entire network.



VisionAir FIDS, a cloud-based, unified passenger communication platform, was launched in the first airport, Chihuahua, in just 40 days. This sets a new standard for fast, reliable, and scalable airport system deployment.

About OMA Airports

13 airports
across Mexico



Connecting over
26.5 million passengers (2024)

Grupo Aeroportuario Centro Norte (OMA Airports) has been recently recognised internationally by Airports Council International (ACI) for its commitment to service, with three of its airports named among the Best Regional Airports in Latin America and the Caribbean.

As part of VINCI Airports, they also share in a global mission: to take the best practices from every airport in the network and make them accessible to all.

When OMA began its digital transformation journey, the goal was clear: give airport teams better tools that reflect their operational excellence and keep up with how airports operate today.



“Airports are now experimenting with new ways of collaborating and operating from an APOC. So the fact that the AirportLabs products are very agile and innovative - that’s key for us.”

Víctor Martín, Project Manager, VINCI Airports

The Challenge

OMA Airports Needed To Modernise Its FIDS Under Tight Conditions



1

A fixed deadline before March 2025 for compliance.

2

Transitioning from vendor-managed to airport-managed operations.

3

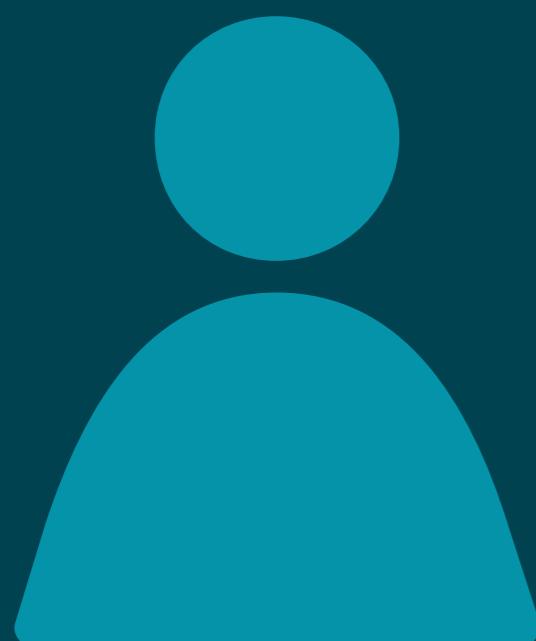
Training on-ground staff, not just operations room teams.

4

Reducing reliance on external IT support.

5

Aligning airlines and stakeholders with the new display system.



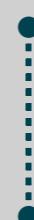
“We wanted to be able to manage things ourselves, to move faster and feel in control.”

Javier Morales, Ops Project Manager, OMA Airport

Choosing The Right Partner

OMA needed a partner who could move as quickly as their ambition, combining trust, adaptability, and technical strength.

AirportLabs' VisionAir FIDS was selected for its proven track record and flexibility:



Cloud-based, multi-airport platform already proven in the VINCI network
(Longon Gatwick Airport, Guanacaste Airport)

Unlimited screen licensing, no per-screen fees

Intuitive, modern interface

Spanish language training and support

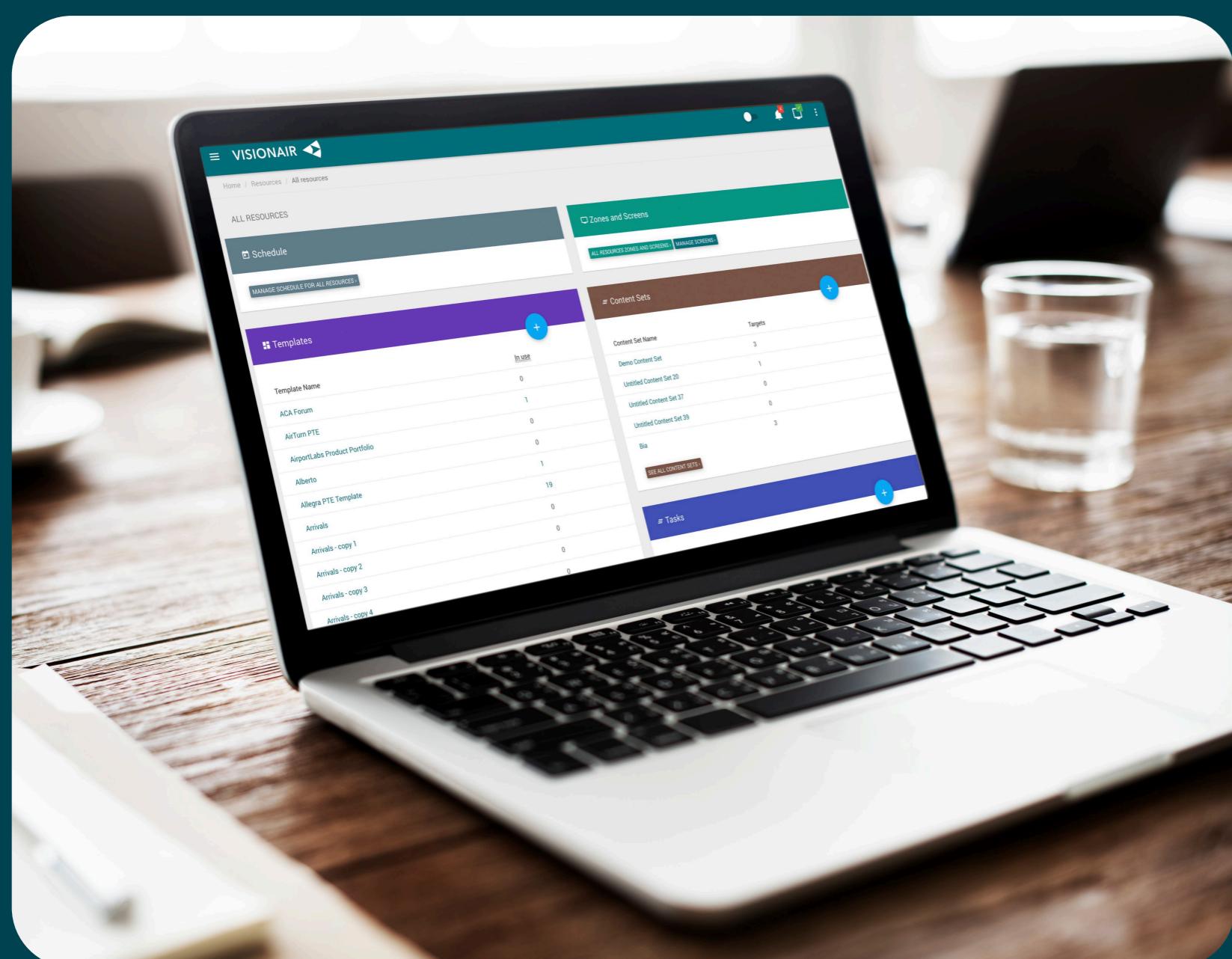
Agile feature development and openness to collaboration



"I would say the first reason was having a cloud and software-as-a-service solution, that's the main element. A second element is that it's a proven system in our VINCI network - Gatwick uses VisionAir FIDS, and we got some great feedback from the Costa Rica case."

Víctor Martín, Project Manager, VINCI Airports

The Solution

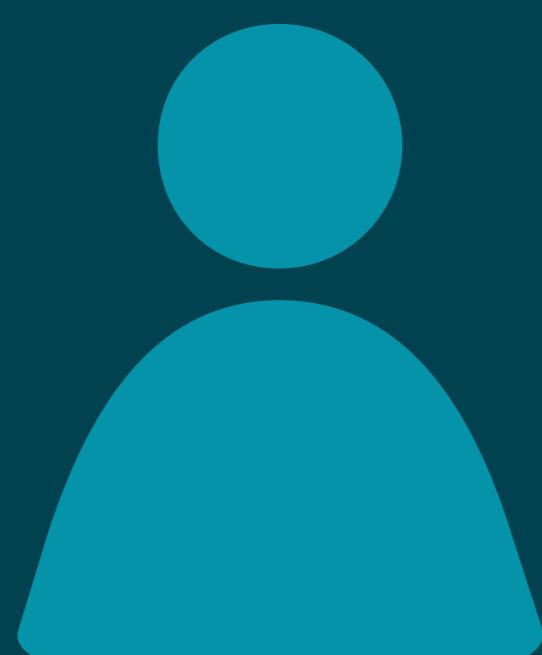


At **AirportLabs**, we believe technology should simplify operations, not complicate them.

The rollout combined **VisionAir FIDS'** **flexibility** with a **structured, human-centred process** that guided OMA's teams step by step.

Key product benefits:

- 1 Unlimited screens, not licensed by screen number
- 2 Self-management for templates and layouts
- 3 Works even during network interruptions
- 4 Hardware- and software-agnostic
- 5 Real-time broadcast and commercial integration



"One of the most important elements of VisionAir FIDS is that the licensing model is not based on the number of screens. Our partners in the airport community are very happy with this approach, as it allows them to scale their operations in a predictable and cost-effective way."

Bianca Făgăraş, Product Manager VisionAir FIDS, AirportLabs

Our Process

Structured, Supportive, And Human

Tender & Contract Review

Understanding OMA's operational and contractual framework to ensure a strong foundation for collaboration.

Operational Workshops

Deep-dive into operational scenarios — display content, data needs, user access, and passenger information rules.

Spanish-Language Training

Conduct live and recorded training sessions via AirportLabs Learning Academy; provide customised onboarding documents.

System Setup & Customisation

Apply core product setup and OMA-specific configurations.

FEBRUARY

Preparation Workshop Structure

Define workshop goals, gather business requirements, prepare configuration tools and product sheets.

Communication & Progress Check-ins

Maintain clear communication, track progress, and resolve blockers.

User Acceptance Testing (UAT)

Provide early access for validation and feedback before production readiness.

Multi-Language Adaptation

Translate UI, manuals, and training content; ensure system accommodates Spanish-speaking users.

MARCH

Go-Live & Rollout

Launch of the system across airports, marking the start of empowered system ownership.

APRIL

The Results

The first airport to go live in just 40 days - **Chihuahua** - became the model for what's possible when people and technology work in sync.

Reduced incidents

and downtime

Lower operational costs

through unlimited screen licensing

Faster updates

and improved team autonomy

Higher satisfaction

among airport partners and passengers

Following that initial success, the rollout across the remaining airports was completed between March and the end of 2025, bringing the entire OMA portfolio onto a single, unified platform.

With each new airport, the system strengthens OMA's ability to deliver consistent, real-time passenger communication, creating a foundation for innovation and operational excellence.

“I really like the way you work, especially in activities related to project management. I really love the methodology because it describes every step that you have to accomplish in order to get every step done from everything that you share with us.”

Javier Morales, Ops Project Manager, OMA Airport

“One of the most important elements is that we don't have to pay a licence for extra monitors. Our partners in the airport community are very happy with this.”

Víctor Martín, Project Manager, VINCI Airports

LLEGADAS ARRIVALS		SALIDAS DEPARTURES		DESTINO TERMINAL ESTATUS	
VUELO FLIGHT	HORA TIME	VUELO FLIGHT	HORA TIME	DESTINO TERMINAL ESTATUS	STATUS
UAL 2256	11:55	HOUSTON	ATERRIZO	DALLAS	A CERRADO
Volaris VOI 1082	11:57	GUADALAJARA	ATERRIZO	GUADALAJARA	A UL LLAMADA
VIVO° VIV 2164	12:10	CANCUN	ATERRIZO	HOUSTON	A A TIEMPO
VIVO° VIV 671	12:15	SAN ANTONIO	ATERRIZO	CHICAGO	A A TIEMPO
VIVO° VIV 9402	12:20	MEXICO-AIFA	ATERRIZO	TIJUANA	A A TIEMPO
AVIA 266	12:30	BOGOTA	A TIEMPO	BOGOTA	A A TIEMPO
VIVO° VIV 3206	12:45	GUADALAJARA	ATERRIZO	PHOENIX	A A TIEMPO
UAL 5292	12:51	CHICAGO	A TIEMPO	CANCUN	A A TIEMPO
VIVO° VIV 7400	13:10	TIJUANA	A TIEMPO	GUADALAJARA	A A TIEMPO
AAL 3399	13:19	PHOENIX	A TIEMPO	DALLAS	A A TIEMPO
VIVO° VIV 2166	13:20	CANCUN	A TIEMPO	CANCUN	A A TIEMPO
VIVO° VIV 2236	13:25	CANCUN	A TIEMPO		

04/11/2025

Let's Build The Future Of
Airport Operations Together

¡BIENVENIDOS!



AIRPORT LABS keeps it simple.

We build tools that let airports get the job done, empowering teams, connecting people, and giving them full control over the systems that support their work.

Get in touch today for a VisionAir FIDS demo at

www.airportlabs.com