HOW HUB ONE MODERNISED CRITICAL COMMUNICATIONS INFRASTRUCTURE AT PARIS - CHARLES DE GAULLE AND PARIS - ORLY WITH ENREACH

PROJECT OVERVIEW:

Client: Hub One (Telecom Operator)
Objectif: Modernise without service interruption
Environment: Paris - Charles de Gaulle & Paris - Orly airport platform
Infrastructure: 7 000 critical lines
Solution: Enreach UP
Duration: 6 months
Migration: Progressive over 2 weeks

3am, Paris - Charles de Gaulle Airport.
An emergency phone rings near the runway.
On the other end, a security team must respond.
Immediately. Without failure.

For Hub One, a telecom operator and integrator and a subsidiary of the ADP Group operating across the Paris – Charles de Gaulle and Paris – Orly airport platforms, each of the 15,000 lines it manages plays a role in keeping operations running smoothly. Modernising this infrastructure without ever interrupting a single call - that was the challenge.

HUB ONE: AN OPERATOR-INTEGRATOR SERVING BUSINESSES

A leading operator in critical and constrained environments, Hub One positions itself as a partner in business digital transformation. Hub One also acts as an integrator of both its own solutions and those of its technology partners.

Since 2018, the operator has been offering its SmartCall suite of unified communications and collaboration services to its business customers, based on the Enreach UP platform. The services include cloud-based telephony, collaboration, CRM integration and – coming soon – AI-powered innovations such as a virtual assistant and call transcription.

In addition to next-generation integrated IP telephony services such as SmartCall, Hub One offers solutions that enable businesses to get the most out of their legacy (PABX) and next-generation (IPBX) equipment. The SIP Trunk service, which includes VoIP gateways, allows analogue lines to make telephone calls over the internet.

THE STRATEGIC DILEMMA: EVOLVING WITHOUT RISKING OPERATIONS

The legacy infrastructure had been designed to meet strict robustness and service continuity requirements in public-access environments (ERP classification). However, it relied heavily on older-generation technologies using IP transport and high-density MSAN analogue VoIP gateways.

Two factors made this development inevitable. The first was technological: the foreseeable obsolescence of first-generation IP technologies and the emergence of new customer requirements.

The second challenge was operational: increasing maintenance costs for obsolete equipment and the growing complexity of keeping the system in operational condition (MCO).

An upgrade of the platform operated by Hub One had become necessary, and it had to meet a demanding set of requirements: transitioning to a modern IP architecture, optimising costs and introducing new capabilities, without ever compromising operational reliability.

INTEGRATING THE EXISTING WITHOUT FREEZING IT, FOR A SMOOTH TRANSITION

In a critical environment such as an airport, telephony is part of the safety chain. Service continuity is not a performance indicator: it is a prerequisite for operations.

> **"Given the technical constraints and the critical nature of certain lines, we needed a local partner capable of mastering complexity of the project."**
> David Debert, Product Manager, Hub One

The transformation that was implemented could not, therefore, be based on disruption. Some analogue lines remained relevant for specific security-related purposes, and the MSANs were an integral part of the operational architecture.

For operational simplicity and cost optimisation in a critical environment, the SmartCall platform, based on Enreach technology, has proven to be the best suited solution to meet these requirements.

Hub One chose a progressive integration approach, incorporating existing systems into a target architecture capable of handling their complexity.

CONTROLLED HYBRIDISATION AND PROGRESSIVE MIGRATION

The migration of legacy analogue lines at Paris – Charles de Gaulle and Paris – Orly airports to the Smart Call platform was carried out in phases, through close collaboration between Hub One and Enreach teams with constant attention to operational continuity. The hybridisation of the unified communications platform with legacy telephony equipment was an engineering choice designed to secure every stage of the migration. Each switchover was carefully planned, tested and validated, remaining fully transparent to end users. The migration of all analogue lines across the airport platforms was completed in just two weeks.

Today, the centralised architecture enables Hub One to manage around around 7,000 lines still using analog handsets and 8,000 lines already on VoIP (ToIP) in highly critical environments. Traffic management, monitoring and security are consolidated within a unified framework.

This orchestration capability is underpinned by the flexibility of the Enreach UP platform, designed to interconnect with complex operator environments and to manage both legacy infrastructure and next-generation services simultaneously.

All services connected to the platform benefit from a unified service layer, including simple analogue lines.

THE BEST OF BOTH WORLDS: ROBUSTNESS AND SCALABILITY FOR HUB ONE AND ITS CUSTOMERS

The architecture now in place enables Hub One to benefit from the best of both approaches. The resilience mechanisms inherited from the legacy infrastructure - robust analogue lines, traffic segmentation, and equipment redundancy - are maintained where they remain relevant for critical use cases.

At the same time, integration into a hosted architecture powered by the Enreach UP platform is preparing the system for future evolution. Unified communications, advanced supervision capabilities, and the gradual introduction of new application services can now rely on a modern, scalable foundation.

This controlled hybrid approach enables Hub One to ensure the level of operational continuity required in an airport environment, while progressively paving the way for future innovation. Beyond the airport context, this approach illustrates a transformation model that can be applied to other critical infrastructures.

A TRANSFERABLE MODEL FOR CRITICAL INFRASTRUCTURES

This project demonstrates that similar challenges can be addressed across other sectors, including rail networks, urban transport systems, logistics platforms, industrial sites, healthcare facilities, as well as government and military environments.

Hub One and its partner Enreach are able to integrate existing equipment into modern architectures, carry out seamless, phased migrations, and build scalable foundations ready to support new services - all within highly critical environments.

Hub One
Digital Technologies

enreach