Airport Intelligence, the consultancy subsidiary of Brussels Airport, marks its fifth anniversary and grows into an international player

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Airport Intelligence, the Brussels Airport subsidiary that shares operational and commercial airport expertise with other organisations, is celebrating its fifth anniversary. Since its launch in 2021, the company has built a strong international reputation as a trusted advisor and partner for airports seeking to make their operations more efficient and more customer-oriented. In recent years, Airport Intelligence has successfully supported projects at dozens of airports, mainly across Europe and Asia.

For five years, aviation experts at Brussels Airport have been sharing their knowledge with airports worldwide through Airport Intelligence. The consultancy translates the in-depth expertise and hands-on experience of its specialists into tailored solutions, helping airports elevate their operational processes.

Global rollout of Airport Operations Centres

Over the past years, Airport Intelligence has supported several airports, including Stuttgart, Bordeaux and Milan, in setting up and optimising their Airport Operations Centre (APOC).

An APOC is the operational nerve centre of an airport, where various partners work together every day to ensure the smooth and safe journey of tens of thousands of passengers. Brussels Airport has operated an APOC since 2015 and is considered a benchmark in Europe in this area. Airport Intelligence experts guide other airports in establishing clear processes and developing robust airport planning frameworks.

In 2024, Airport Intelligence also developed the guidebook “Airport Operations Centres: A Guidebook” in collaboration with Airports Council International (ACI). This publication has since become a global reference for APOCs and uses Brussels Airport as an inspiring model for other airports.

Transformation projects for international hubs

At the end of 2025, Airport Intelligence supported Kuala Lumpur International Airport, one of Southeast Asia’s largest hubs with over 60 million passengers annually, in modernising its operational set-up and Airport Operations Control Centre (AOCC). Together with the airport, the consultancy developed a future vision for the coordination centre, along with a roadmap for further transformation of airport operations.

Manchester Airport Group (MAG), operator of Manchester, London Stansted and East Midlands airports, also called on Airport Intelligence. This project focused on harmonising operational processes across the three airports. The consultancy also contributed to a shared vision for the further development and optimisation of the APOCs at these airports.

Thanks to the extensive experience of its team and a series of successful projects worldwide, Airport

Intelligence has grown in just five years into a fully-fledged consultancy and a recognised international partner within and beyond the aviation sector. More information is available at https://www.airportintelligence.com.

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