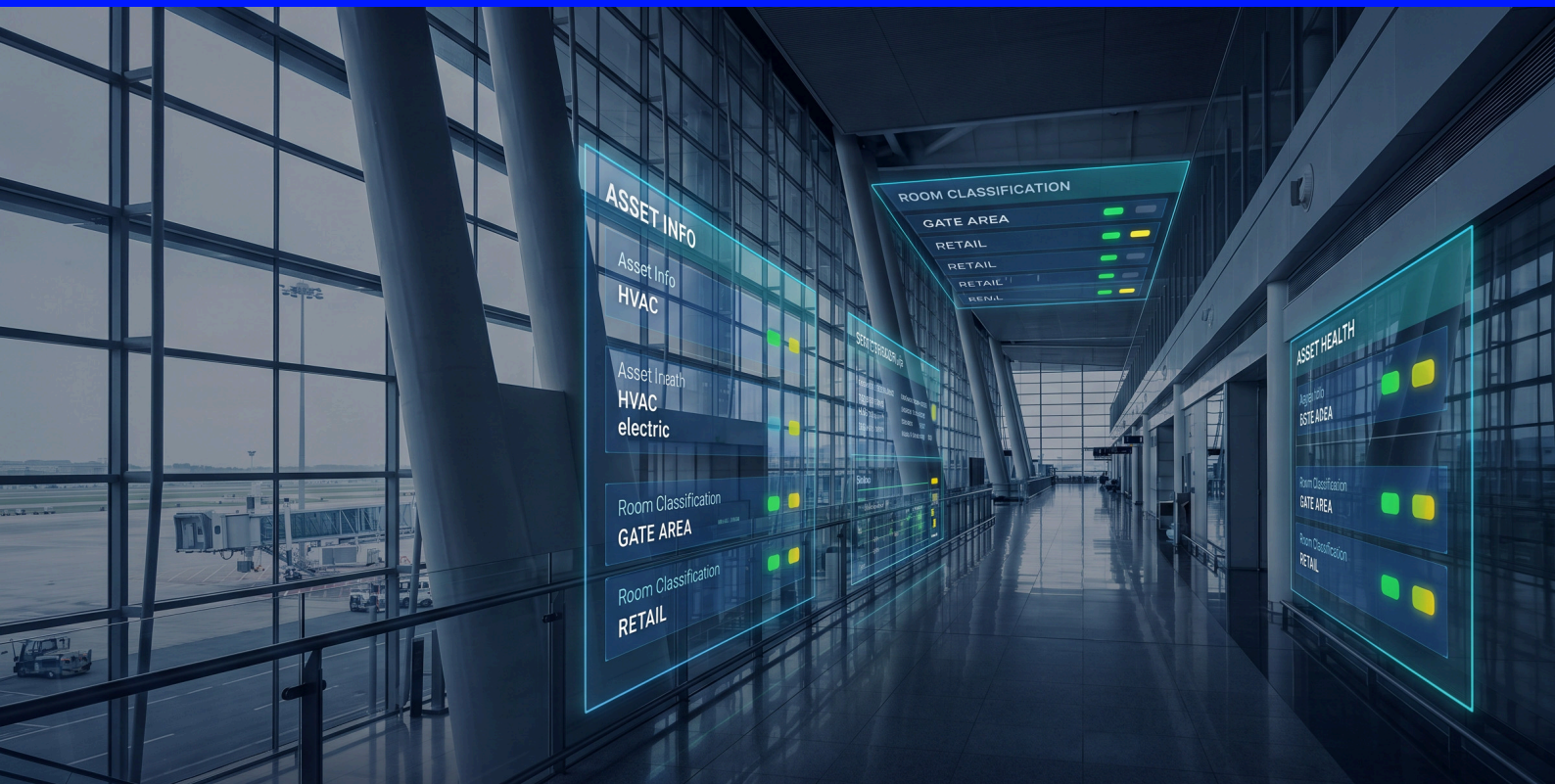


CONNECTED DATA. A CONTINUOUS LIFECYCLE.

Vienna Airport

Connecting Terminal 3 from planning to operations

ABIGAIL / PROJECT & OPERATIONAL INFORMATION



AI-generated concept illustration; not a depiction of Vienna Airport.

How ABIGAIL connects project information with airport operations.

IN THIS CASE STUDY

TERMINAL 3

CONNECTED DATA

LIFECYCLE CONTINUITY

THE PROJECT AT A GLANCE

Terminal 3. A lifecycle ambition.

The ABIGAIL programme brings project and operational information together with dRofus dTwin.

Vienna Airport is expanding Terminal 3 while continuing to operate a major international hub. The challenge extends beyond the building: project information needs to remain useful throughout the life of the facility.

ABIGAIL - the Airport BIM & Facility Integration Platform - connects that ambition with dRofus dTwin. Announced in November 2025, the partnership covers the airport lifecycle, with the solution already used for the Terminal 3 expansion. [1]

TERMINOLOGY In this case study, dRofus refers to the project information management product; dRofus dTwin refers to the operational digital-twin product.

32.6m

passengers in 2025 [2]

70,000 m²

Terminal 3 expansion [2]

Q2 2027

planned opening [3]

Why continuity matters

Airport expansions bring together many disciplines, contractors and operational teams. Room requirements, equipment specifications, models and maintenance information are produced by different people, in different formats, at different times.

"By linking all relevant information, new foundations are created."

Christoph Eichler
CEO, VIE Build, a subsidiary of
Vienna Airport [1]

01 / THE CHALLENGE

A live airport. An evolving information landscape.

Keeping project and asset information connected is as important as keeping the terminal running.

01 Data fragmentation

BIM models, CAD and GIS data, spreadsheets, ERP and procurement systems, asset databases and close-out documents can all hold part of the picture. Without consistent identification and shared structure, teams must reconcile records before they can rely on them.

02 The handover gap

Information created during construction can lose its structure or context when it moves into operation. The risk is an avoidable data-reconstruction exercise for facilities teams, just when they need to manage the completed facility.

03 Reactive operations

Incomplete records make it harder to understand asset condition, plan interventions and identify performance issues. Reliable operational insight needs a reliable information foundation.

Vienna's response: connect the information

ABIGAIL is intended to connect building and asset information across sources, systems and stakeholders. VIE Build, a Vienna Airport subsidiary, leads the project. Open interfaces and APIs allow the platform to work with the airport's existing technology environment. [\[1\]](#)

The practical lesson for airport teams is to define how information will be structured, maintained and reused while the project is still being delivered.

02 / THE SOLUTION

One information thread. Two complementary roles.

ABIGAIL combines dRofus and dTwin to support information continuity across the airport lifecycle. [1]

PLANNING & PROJECT DATA

dRofus: structure the foundation

Requirements, room data, equipment specifications and system information can be managed in a structured environment. Consistent asset identities help teams keep records traceable as design and construction progress.

The current Systems module supports planning and documentation of systems and components, including information for as-built handover. It replaces the former TIDA module. [5, 6]

CONNECTED OPERATIONAL DATA

dTwin: add operational context

BIM models, GIS data, point clouds, 360-degree imagery and connected building data can be brought into a visual operational environment. Role-specific dashboards help asset, property, facilities and operations teams view information relevant to their work. [4]

CAFM, BMS, ERP, GIS and IoT connections are product capabilities. Procurement, commissioning, property and financial information can also form part of the connected data context, depending on integration scope. Specific systems, data coverage and functionality vary by project. [4]

FROM PROJECT INFORMATION TO OPERATIONAL CONTEXT

PLAN

Requirements, spaces, systems, assets and technical information

CONNECT

BIM, GIS, ERP, property, procurement and commissioning data, building systems and live data

ABIGAIL | A connected information environment

OPERATE & IMPROVE

Use connected context to support maintenance, asset, property, commercial, energy and space decisions.

03 / THE OPPORTUNITY

Turning connected data into useful decisions

These are supported product use cases and planning principles, not reported performance results from Vienna Airport. [4]



01

Asset & maintenance planning

Connect asset specifications, lifecycle information, historical performance and live readings to support asset managers and maintenance teams with condition-based and predictive decisions.



02

Energy optimisation

Compare building performance with system specifications and operating conditions. Test potential improvements virtually before changing the physical environment.



03

Space, property and occupancy

Relate how space is used to its programmed purpose and property context. Occupancy and portfolio information can inform property, commercial, staffing, cleaning and maintenance decisions.



04

Emergency scenarios

Explore evacuations, shutdowns and system-failure scenarios in a digital environment to support response planning without disrupting operations.



05

Compliance and reporting

Support regulatory documentation and sustainability reporting with structured information. Outputs depend on the data and workflows configured.



06

Security requirements

Link security requirements to spaces, systems and assets during planning. Define appropriate access rules and information governance for sensitive airport areas.

The value of each use case depends on data quality, connected systems and configured workflows - from project and operations teams to asset, property, procurement and commercial managers.

04 / LOOKING AHEAD

Build continuity before handover.

Vienna's approach puts connected information at the centre of airport development and operation.

A platform with a lifecycle ambition

The Terminal 3 Southern Expansion is planned to open in Q2 2027. [3] For project and operations teams, the opportunity is to carry reliable information into use as the facility develops, reducing the need to reconstruct it later.

The lesson is practical: decide early what operations will need, structure that information during delivery and keep it connected as the airport changes.

What the case establishes

The published partnership confirms the ABIGAIL programme, its use of dRofus and dTwin, and the solution's use for the Terminal 3 expansion. [1]

Operational benefits remain objectives. The public sources reviewed do not establish a fully connected, data-complete twin at opening or quantify energy savings and maintenance improvements achieved at Vienna Airport.

What could connected data do for your airport?

Request a briefing with our aviation team.

drofus.com/en/dtwin

SOURCES & CONTEXT

[1] Nemetschek Group

Vienna Airport / ABIGAIL partnership, 26 Nov 2025.

[4] dRofus dTwin

Product capabilities and use cases.

[2] Vienna Airport

2025 results: passenger volume and expansion area.

[5] dRofus Help & Learning

End of Life Features: TIDA replaced by Systems.

[3] Vienna Airport

H1 2026 update, 19 Aug 2026: planned Q2 2027 opening.

[6] dRofus Help & Learning

Systems module: planning and as-built documentation.