

INTELLIGENCE BRIEFING

HEATHROW OUTAGE:

HOW SENTINEL™ COULD HAVE CREATED MEASURABLE VALUE

A CASE STUDY IN CONTINUITY INTELLIGENCE

EXECUTIVE SUMMARY

On March 21, 2025, a major power outage at Heathrow Airport triggered widespread disruption across global aviation, impacting hundreds of flights and hundreds of thousands of travelers.

Traditional systems detected the disruption after it occurred, notifying travelers of delays and cancellations. However, the real challenge was not the flight disruption itself—it was the cascading coordination failure that followed.

SENTINEL™—GÖ.AI's continuity intelligence platform—monitors infrastructure, operations, weather, and transportation systems in real time to identify emerging risks, model downstream impacts, and automatically coordinate the actions needed to preserve continuity across the entire travel ecosystem.



WHAT HAPPENED VS. WHAT SENTINEL™ WOULD HAVE DELIVERED

HEATHROW OUTAGE: WHAT HAPPENED

<p>01</p> <p>On March 21, 2025, a major power outage at Heathrow Airport triggered widespread operational disruption across one of the world's busiest transportation hubs.</p>	<p>02</p> <p>Flights were delayed, cancelled, diverted, and rescheduled across multiple carriers. Thousands of travelers were impacted, while downstream effects propagated through hotels, ground transportation providers, meeting schedules, and connecting itineraries.</p>	<p>03</p> <p>Traditional travel systems reacted after disruption occurred. Travelers received notifications, but remained responsible for coordinating the consequences.</p>	<p>04</p> <p>SENTINEL™ approaches the problem differently. By continuously monitoring infrastructure reliability, flight operations, corridor conditions, weather systems, and transportation dependencies, SENTINEL identifies emerging continuity risks and evaluates how disruptions propagate across an itinerary.</p>
<p>05</p> <p>Rather than focusing on a single delayed flight, the platform analyzes the entire chain of dependencies surrounding movement.</p>	<p>06</p> <p>ETAS™ then coordinates recommendations and timeline adjustments designed to preserve continuity across the travel experience.</p>	<p>07</p> <p>The objective is not simply awareness.</p>	<p>08</p> <p>The objective is maintaining operational continuity when conditions change.</p>

Travel disruptions are rarely isolated events. They are cascading coordination failures.

HOW SENTINEL™ WOULD HAVE CREATED VALUE

- EARLIER DETECTION**
Detected the infrastructure failure at 06:12 and elevated risk before cancellations scaled.
- DOWSTREAM IMPACT MODELING**
Assessed how the outage would affect connections, ground transportation, hotels, and meetings.
- INTELLIGENT RECOMMENDATIONS**
Proactively rebooked flights, adjusted ground transport, shifted hotel reservations, and updated calendars.
- AUTOMATED COORDINATION**
Executed updates across multiple providers and systems, reducing friction for the traveler.
- CONTINUITY PRESERVED**
Delivered a single, clear itinerary with minimal manual effort from the traveler.

EXAMPLE TRAVELER IMPACT

	WITHOUT SENTINEL™	WITH SENTINEL™
Notification Timing	After cancellation or delay	Before widespread passenger notifications
Information Provided	Flight status update only	End-to-end impact and recommended actions
Traveler Effort	High – multiple calls, rebookings, coordination across providers	Low – automated coordination and updates
Risk of Missed Commitments	High	Significantly reduced
Continuity Outcome	Uncertain	Optimized

STRATEGIC TAKEAWAY

The Heathrow outage exposed a critical gap in today's travel ecosystem: systems are optimized for booking, not continuity.

SENTINEL™ turns disruption intelligence into coordinated action—helping travelers, enterprises, and operators maintain continuity when the unexpected happens.



Continuity is the new standard of travel resilience.