



iboardings.com

We design solutions that will change airports and improve your passenger experience

“LOST&FOUND CHECKER” by IBOARDINGS

iboardings.com

WHO WE ARE?

We are a design and innovation startup based in Spain that provides technological solutions to improve the passenger experience and doing so, improve the airlines and airports operations

Our products are based in images treatment and during 2018 our first product, the “Cabin Baggage Checker” was selected as one of the most innovative products.



ACHIEVEMENTS!

IATA 2018 IGHC Innovator Competition Prize. Doha (Qatar)

IATA has chosen our “Cabin Baggage Checker” as a finalist to the IATA IGHC Innovator Prize during the Ground Handling Conference held in Doha (Qatar). May 2018



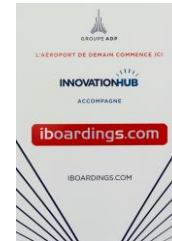
IATA 2018 GAPS Innovator Award

Our company was selected by the jury of the IATA 2018 GAPS Startup Innovation Awards as one of the three finalists to the IATA GAPS Innovator Award



INNOVATION Hub. Group Aéroports de Paris

Aéroport de Paris (ADP) has chosen our device to participate in their Innovation Hub



IATA 2019 IGHC Innovator Competition Prize. Madrid (Spain)

IATA has chosen our “Lost&Found Checker” as a finalist to the IATA IGHC Innovator Prize. 2019



Our solution finalist at IGHC 2018 : the Cabin Baggage Checker™

THE PAST

THE FUTURE

Our Cabin Baggage Checker™ is an electronic sizer that using artificial intelligence analyze weight and size in relation with the airlines cabin baggage policies and doing so:

- Introduce innovation in an outdated process
- Solve one of the most important pain points for passengers, airports, airlines and Ground Handlers companies.
- One devices fits all the airlines hand baggage policies. Common use kiosk
- Help to charge the hand baggage fee if applicable and due to this help to increase revenues for airlines and airports.





THE PROBLEM THAT WE WANT TO SOLVE



THE CHAOS WITH LOST OBJECTS AT AIRPORTS

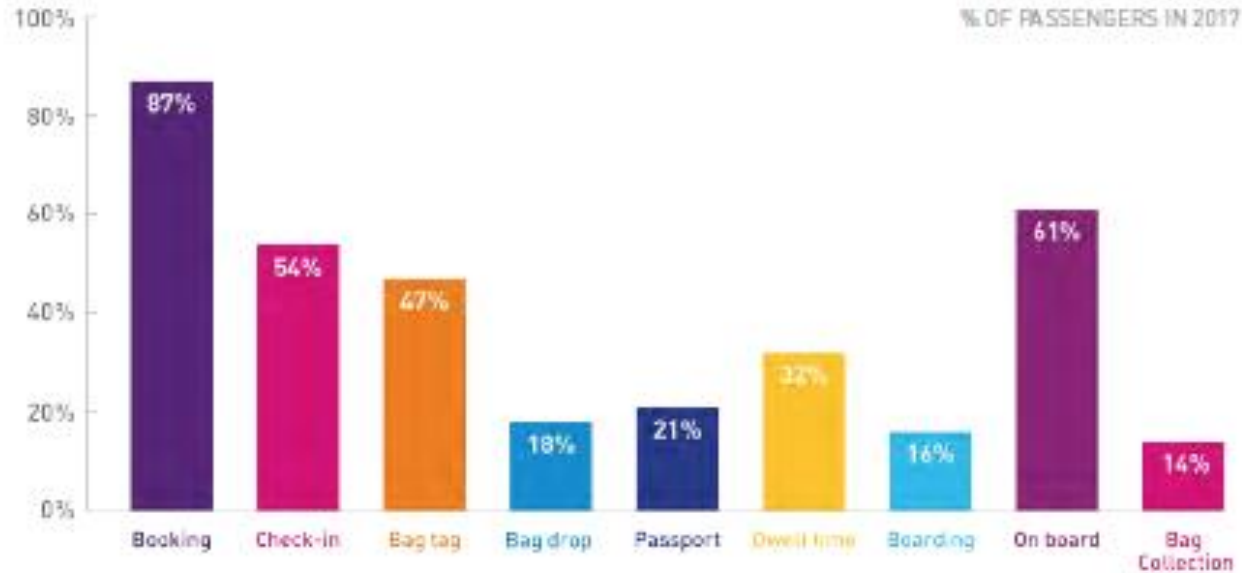
In an airport, many objects are lost daily by passengers. A good management of this activity, improves passenger service and optimizes the activity of the staff.

The lost and found process inside airports is like a “black hole”. No organization has analyzed as a friction element the process of objects lost at airports and how it influences the passenger experience:

- *Generate dissatisfaction between passengers. The most of the times you need to write and email and arrange a visit to the lost objects office at the airport.*
- *Just 17.42% of the total objects lost by passengers was delivered to the owners who worried about calling to try to recover their belongings*
- *There is no standardized process.*

Even when technological solutions for the "passenger journey" are not considered, nobody takes into account the improvement of processes in this area

GRAPH 2 - TECHNOLOGY ADOPTION ACROSS THE JOURNEY



Source: Passenger IT Trends Survey (SITA, 2017)



OUR PROPOSAL THE NEW SOLUTION THAT WE LAUNCH AT IATA IGHC INNOVATION PRIZE 2019



ENHANCING THE PASSENGER EXPERIENCE THROUGH TECHNOLOGY.

The device that will solve and facilitate the process with the lost objects



Our proposal is a HARDWARE that along with the software and using artificial intelligence will help to automate the lost and found management process.

These devices using artificial intelligence will analyze the lost item and will get all the item's characteristics without any human intervention and will send all this information to the cloud.

Once in the cloud, the software and a new algorithm design internally will develop the whole process, analyzing the object, keeping in contact with the customer, sending fakes photos and confirmations and even send the item get back to them



And the device will develop the process with the cutting edge technology:

TOUCHLESS CAPTURING_ Optical sensors capture the real size and the characteristics of the object

SCALES INTEGRATED_ Weight of object precisely captured during sizing

STREAMLINING and accelerating the handling process by reducing the problems

DIMINISH the amount of claims.

SPEED UP the “return to passenger” process.

FACILITATES storage and claims for damages

PHOTO_ Photo storage for several purposes,

LABELLING_ label printing for identification purposes

BENEFITS OF USING OUR LOST & FOUND DEVICE



Pending patent

MANAGE_Help to manage one of the most disturbing process at the airports

INFORMATION_Help to deal with information when you need to describe the items lost. The process will be done automatically.

IMPROVE REFUND RATES_A great percentage of the non-get back object to the passengers are due to the bad description of the lost object

SAFE RESOURCES_Minimal human intervention

SAVE SPACE_ due to you will be able to return the object faster

DIMINISH_ the amount of claims.

SPEED UP_ the passenger item recovery process.

FACILITATES_ storage and claims for damage

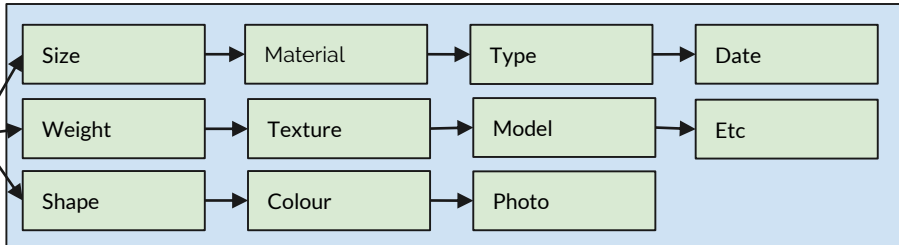
HOW THE DEVICE AND SYSTEM OPERATE?

PROCESS

INFORMATION OBTAINED

Introduce the object in the device

The device using artificial intelligence analyze all the possible characteristics of the object



The info obtained is sent to the cloud

Name	Weight	Size	Type	Material	Color	Photo	Status
...

On the cloud it will have a line for each item

With the photo, use it to damage claims control

Search and get back the items easily

Print tag with RFID



Identify easily the objects

Next →

USING ARTIFICIAL INTELLIGENCE AND MINIMAL HUMAN INTERVENTION

USING ARTIFICIAL INTELLIGENCE

THE SOFTWARE AND THE CLOUD AS THE CORE OF THE SERVICE

Once the info is sent to the cloud and with minimal human intervention

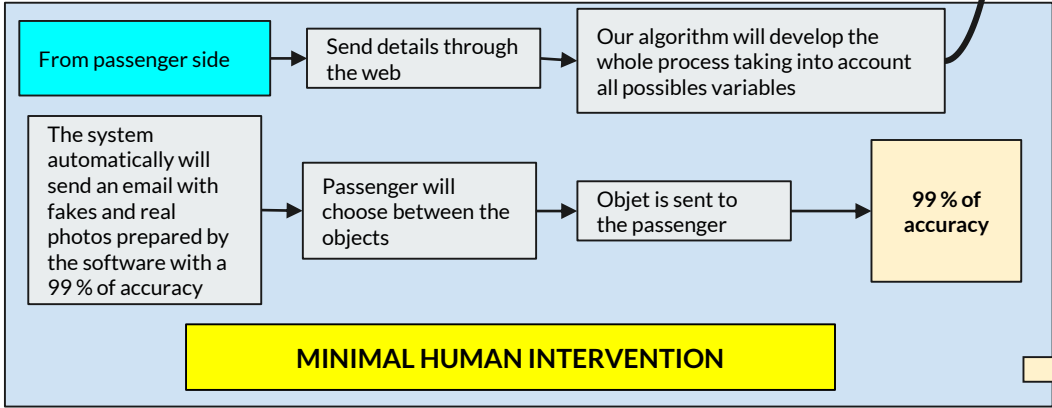
Item	Weight	Type	Status	Loc	Plane	Seat	Class	Gender	Weight	Response Time	Checked	Label
20180703-000001-000001-000001	18.00	Electronic	Access	AT	600	5000	Y	M	18.00	00:00:00	OK	None
20180703-000001-000001-000002	18.00	Electronic	Access	AT	600	5000	Y	M	18.00	00:00:00	OK	None
20180703-000001-000001-000003	18.00	Electronic	Access	AT	600	5000	Y	M	18.00	00:00:00	OK	None
20180703-000001-000001-000004	18.00	Electronic	Access	AT	600	5000	Y	M	18.00	00:00:00	OK	None
20180703-000001-000001-000005	18.00	Electronic	Access	AT	600	5000	Y	M	18.00	00:00:00	OK	None

Print tag with RFID



The software itself will analyze the info that the passenger will introduce in the system by the airline/airport website

The system will develop the whole process



MINIMAL HUMAN INTERVENTION

Next



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