The Future of the Passenger Process

Yannick Beunardeau, Vice President Airport IT Europe, Middle East and Africa, Amadeus

Aaron Beeson, Director Business Solutions, Vision-Box

Simon Wilcox, Head of Automation and Innovation, Heathrow Airport Ltd.

Andrew Price, Head Global Baggage Operations, IATA

Moderator: Amandine Thomas, Project Manager, One ID, IATA

IGHC 2019

IATA GROUND HANDLING CONFERENCE

IATA  MADRID, SPAIN  |  26-29 MAY
The future of the passenger process

Yannick Beunardeau
Vice President Airport IT, Europe, Middle East and Africa
Ground handlers have new opportunities to improve productivity/efficiency, differentiate, and become passenger centric by embracing technology.
The NEXTT vision

Moving more off-airport

Using advanced processing technology

Harnessing interactive decision-making
Passenger processing anywhere, anytime with Off-airport activities
OACIS – Off-airport passenger process

OACIS operates with 50 check-in mobile desks moving around Australia according to demand.
Cape Verde – hotel check-in
Advanced processing

with self-service technology
Traditional airport infrastructure
Common use
self-service bag drop
Adopt biometrics for a seamless travel
**Two implications**

1. Use of biometrics in airports will grow rapidly
2. The market will look for lower cost solutions than today
A multitude of actors and initiatives in biometrics industry

Convergence but the ecosystem remains fragmented
Unique Traveler ID

1. Transversal
2. Persistent
3. Reliable
4. Proportional
5. Controlled
6. Open
How Lufthansa boards an A380 in about 20 minutes with biometric technology

Lufthansa pilots biometric boarding technology at LAX

How to board an A380 in 20 minutes

Biometrics to bring greater efficiency to passenger processing
1. **Enroll** – via a mobile app

2. **Capture** – at boarding

3. **Match** – remotely

4. **Board** – DCS integration
Interactive decision making
with ACDM
Airport CDM common objectives

- Improve predictability
- Improve OTP
- Reduce ground movement costs
- Optimize use of ground handling resources
- Optimize use of stands, gates & terminals
- Optimize the use of the airport infrastructure
- Reduce ATFM slot wastage
- Flexible pre departure planning
- Reduce apron and taxiway congestion
Thank you!
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A Seamless Journey through Digital Transformation

Aaron Beeson
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How many times do you have to prove that YOU are YOU?
A Seamless Journey through a Digital Transformation

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Examples of Seamless Initiatives

JFK T4 + LAX TBIT CBP Bio. SBG Exit

Happy Flow™ Aruba

Schiphol Seamless Flow™

FPPS™ Sydney

Carrasco Easy Airport®

Emirates Biometric Path™

Bengaluru Digi Yatra BBS™
Empowering Customer Service to provide VIP experiences

Communication with passengers via visuals in self-service process optimizations
Adapting the Seamless Methodology for Continuous Improvement

- Personalized Experience for Passenger and Airline(s)
  - Clear communication on benefits
  - Unique airline experience within the travel journey

- Change and Risk Management
  - Airport, airline and government process modernization
  - Leveraging the information position

- Process Integrity
  - Demonstratable biometric performance
  - Exception handling is key (even 1% makes a difference)

- If you have seen one airport you have seen one airport
  - Global best practice implemented at the local level
  - Interoperable biometry
Thank you!
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Automation

The changing world of passenger experience
Simon Wilcox, May 2019
Our world is changing

Demand for air travel is growing:

x2 by 2035

Passenger expectations are clear:

• Simple, efficient, and paperless
• Bag status notifications
• Human touch is important especially in disruption
• Fast, intuitive and self serviced airports

IATA Passenger Survey 2018
Automating the passenger experience

Common Use Self Service Kiosks Inc. self tagging.

Self Bag Drop

Automated Ticket Presentation

Self Boarding Gates in T2B & Domestic SBGs in T5A

Airport Ops Control Centre

Digital Programme Inc. Single Customer View

Know the Passenger

Think End-to-End

Automate Transactions

Adaptable Implementation
Introducing one of the world's largest self-service deployments:

275 Bag Drops

370 Boarding Gates
A few of our deployments
82% of passengers would use a digital passport over their regular passport

80M of passengers will enjoy faster, smoother journeys

Online and off-airport check-in
- Register with an ID service provider to use your face as your passport

Bag drop
- Enrol or verify your ID

Ticket presentation
- Biometric verification without boarding pass

Security
- Improved security screening

Boarding
- Biometrics allows ticketless boarding

65% of passengers happy to share data for faster journey

68% of travellers embrace self-service bag drop

100% of predicted growth in passenger numbers in the next 20 years

Figure shown from 2017-18 Global Passenger Surveys IATA
Closing remarks

Collaboration

Media

Passengers

Touch points mapped

1,200

Industry shapers

Alignment to global initiatives

Project team and partners

Key delivery partners

dormakaba

Capgemini

Balfour Beatty

ATKINS

ARUP

Home Office

AEROPORTS

AIRLINES

Airport community

Best airport service

76,000 Colleagues
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Off-Airport Baggage Handling

Andrew Price
Head, Global Baggage Operations
Area of opportunity
Off Airport Baggage

Current implementations are limited
Off Airport Baggage could offer more

Order through airline

Local Enterprise

Common Interface for distribution

Logistics Center

Global Planning

Any delivery route
- Aircraft
- Vans
- Etc.
Necessary Steps

• Standards to enable baggage collection and delivery to be integrated with existing messaging

• Changes to regulation to enable bags to travel without passengers

• New services allowing airlines to ship bags by alternative means