



**AVIAVOX<sup>®</sup>**  
ARTIFICIAL VOICE SYSTEMS



***630.000.000 passengers  
listen to our announcements***

At the right time and place,  
in their native language

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# clear message

Johan Godin, managing director, AviaVox, explains how the company is leading the way in the automatic announcement market

**■ What did you show at this year's Passenger Terminal Expo?**  
We were demonstrating our intelligent automatic announcement systems for airports and airlines. We also demonstrated the early functionalities of an entire new platform of state-of-the-art announcement systems, including a new graphical user interface (GUI) with an extended set of capabilities and mobile applications for iOS and Android operating devices.

**What are the USPs of this automatic announcement solution?**  
The technology used to drive automatic announcements is totally different from that of our competitors because we use phoneme technology, which enables a computer to speak as if it were a human being. Our synthetic voices cannot be distinguished from a human native speaker. On top of that, our intelligent systems can grammatically control the generated announcements in every way so that sociocultural elements that are expected by the listener are embedded in the technology. AviaVox has carried out thorough analyses of the operations at airports and airlines. Our systems are tailor-made for each customer and set within the individual boundaries of the airport and airline policies. Our business model ensures an automatic update in line with changing airport and airline environments and becomes richer over time for no extra cost. In the long run AviaVox systems are not only financially competitive, but also cut costs for both airports and airlines.

**Tell us about your recent developments.**

It is an ongoing process at AviaVox to deliver state-of-the-art systems based on cutting-edge technologies that entirely meet the requirements and expectations of airports and airlines. Currently AviaVox is working on an entirely new platform of systems and services that will be gradually launched onto the market. The mobile applications and new graphical interfaces are just the tip of the iceberg.

**How does the system improve the passenger experience?**

In short, our systems contribute greatly to the customer experience at the airport and with airlines by only delivering announcements at the right time and place in the right language. In this way the customer will experience a quiet, relaxed environment without being overwhelmed by too many announcements that are too loud. AviaVox's technology supports a silent airport policy.



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Johan Godin, second from left, at Passenger Terminal Expo 2015

**What does the future hold for the company?**

Our goal is to deliver state-of-the-art systems and services, which means we must adopt a critical attitude to what was made in the past and what needs to be reviewed and renewed to meet the latest requirements and needs. We always try to remain ahead of the competition to maintain our position as the best choice for automatic announcement systems in the airport and airline market.

AviaVox foresees further growth in the market, especially in the Far East, South America, the USA and Australia. We will remain focused on the airport and airline market so that we can truly claim to be a specialist in the field. The company is also preparing an extension of its activities in the railway market.

**What did you enjoy most about this year's show?**

We always enjoy meeting our existing satisfied customers and our fellow exhibitors in a friendly, comfortable environment. Next to that, we enjoy meeting potential new customers for our systems and services. Passenger Terminal Expo is for both reasons the best event of the year. ■