PASSENGER
TERMINALWORLD

25 YEARS

Human trafficking

Airports are taking a stand against this shameful US$150bn business

Passenger Terminal EXPO 2019

EXPO PREVIEW
All you need to know ahead of this year's Passenger Terminal Expo in London, UK, on March 26-28, 2019

PRIVATIZATION
The shift toward privately owned airports has been one of the most important trends in aviation

HEATHROW
Chief executive officer John Holland-Kaye talks new runways, future plans, and operational tech

Napbox

Napbox designs and manufactures automated rest cabins with the objective of making empty spaces in airports more profitable while offering a unique experience for both passengers and crew.

Users can download the app, and with a simple QR code, choose the location of the cabin and the date and the time of use and access. For less digitally adept users, the cabin can be reserved 'on the spot' by scanning an ID card or passport and linking the user's credit card, as the payment is per minute.

When accessing Napbox, visitors receive a welcome message, and the sheets are automatically changed in the presence of the occupant. Each Napbox contains an iPad in 'control menu' mode from which users can control light, blinds, TV, ventilation and even use the app (Pzizz) to help them fall asleep.

The cabin also has a TV ready to connect with Netflix (or a preferred streaming platform), a wireless charger for cellphones, and a universal plug. There's even an emergency button.

Napbox has all the certifications required by EU regulations and its external design can be adapted to the corporate identity of any company. On the door of each cabin, 49in exterior screens are installed, the perfect channel to offer airport information or even act as an advertising platform. Find out how airports can improve the passenger experience, care for their brand and generate more revenue at Passenger Terminal Expo 2019.

STAND 1160

PASSENGER EXPERIENCE

AviaVox

Air travel is common for millions of people around the world but is experienced in a very personal way. When navigating an airport, each traveler brings his or her own prior experiences and expectations to the journey. These experiences reflect a broad spectrum, from the first-time flyer to the regular business traveler. On arrival at the airport an airline passenger normally follows a basic routine of checking in, passing through security and finding the boarding gate. Whether these experiences are perceived as pleasant or not depends on many factors, the availability of reliable flight, gate and boarding information being among the most important.

AviaVox is a worldwide market leader in artificial voice systems for airports and airlines and has developed a unique technology that can generate natural announcements automatically and in a multitude of languages. The company has carefully studied the information needs of passengers and has structured its automatic announcements to suit those needs.

So far, AviaVox has offered two separate announcement systems: the Airport-Terminal-Client (ATeC) for terminal announcements and the Airline-Gate-Client (AGC) for announcements at the gate during boarding procedures. At this year's Passenger Terminal Expo, the company will present a

LIVE DEMONSTRATIONS!

third product – FlexiVox – which will enable an airport or an airline to deliver dynamic audio files in real time to locations that are not directly connected to the public address system of the airport.

This new technique not only makes it possible to make dynamic announcements in apron buses, for instance, but theoretically at any external location. Given the worldwide trend for check-in processes moving away from the airport and becoming more and more a part of the surrounding infrastructure, one can only imagine the huge advantages for an airport that can sound announcements at remote locations such as railway stations and at other in-town check-in locations.

STAND 4045

CONFERENCE SPEAKER SPOTLIGHT

Passenger Terminal CONFERENCE 2019
SHARE › INNOVATE › DEVELOP › DEPLOY

SPEAKER: Lorcan Tyrrell, head of development, Dublin Airport Central, Dublin Airport

PRESENTATION: Developing a truly international address at Dublin Airport Central

Developing an airport city is a challenging proposition for any airport. The competing agendas of the numerous stakeholders can lead to complex decision making and take some time to develop. After 10 years of masterplanning and developing a clear long-term vision for an airport city, DAA has now commenced work on Dublin Airport Central, which is becoming home to a number of multinational businesses. Dublin Airport Central's head of development will outline the process undertaken to get such a large project to site and ultimately to be accepted by the market. He will discuss the challenges of developing an airport city beyond just the construction and outline how these have been carefully managed.

The audience will get insights into the process of airport city planning and development; the key challenges of working with stakeholders across a broad range of interests; how to ensure the airport operations continue to run smoothly during construction; and how to develop a vision that the market will buy into.