



EXPO PREVIEW

All you need to know ahead of Passenger Terminal Expo in Paris, France, March 31 to April 2, 2020

The barriers to a fully biometric journey through the airport and how to overcome them

The ideas and ambitions behind the world's fastest growing airport, in Bangalore

Product launch for PRMs

For more than a decade, Staxi has listened to the disability and aviation communities to develop products that improve accessibility to commercial air travel. Attention to the safety, comfort and concerns of occupants and operators has powered Staxi's success. At this year's expo, Staxi will unveil a brand-new product – which is being kept under wraps until then – that the industry has long needed.

Staxi's current product, the Staxi Airport chair, delivers a secure, quiet and comfortable ride from curbside to gate. The Staxi Aisle chair is designed to safely and securely take passengers from gate to seat with optimum comfort and support.

Founder Andy Hart started Staxi after a life-altering accident left his oldest son wheelchair bound. That tragedy, and the journey that followed, were the impetus for the construction and thought behind Staxi's chairs.

STAXI
BOOTH: Z2.5230



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Customer experience accreditation program

Fueled by meeting a need in the industry, this year Airports Council International (ACI) has launched an exceptional program, the first of its kind in the industry: the Airport Customer Experience Accreditation program. It is designed to help airports promote service excellence and improve customer experience. The accreditation program is part of ACI's globally established Airport Service Quality (ASQ) program.

The five-level accreditation program guides airports in their approach to customer experience management and identifies new practices that can be developed in the short and long term in order to progress through the levels of accreditation.

At each level, airports are evaluated based on their practices in eight domains, which contribute to each of the airport's customer

experience maturity levels. These are: Customer Understanding, Strategy, Measurement, Operational Improvement, Governance, Airport Culture, Service Design/Innovation and Airport Community Collaboration.

This accreditation is also a powerful tool for airports to show their commitment to improving customer experience.

Under its ASQ brand, ACI also offers a suite of solutions that assess customer satisfaction through passenger experience with ASQ tools such as Departures, Arrivals and Commercial (retail and food beverage activities) surveys.

In addition to the Voice of the Customer, the Employee Survey for Customer Experience allows airports to conduct an internal diagnostic of their employees' engagement and those of their stakeholders.

ACI WORLD
BOOTH: Z1.2086



Integrated passenger information

Making the traveling experience of each passenger as easy and relaxed as possible is the goal of every airport, and helping airports to do so has always been the main focus of Dutch company AviaVox. For over two decades now, natural-sounding announcements with the unique AviaVox phoneme technology can be heard at airports all over the world in a multitude of languages, helping passengers to find their way.

Without any compromises to its focus on delivering superior-quality artificial voice announcements, AviaVox is proud to announce a widening of its service package toward an integrated information flow. By partnering with companies such as full-service digital agency M2Mobi and digital display solutions supplier Infologic Nederland, AviaVox is now able to satisfy passengers' need for information, from personalized audio announcements through an integrated app that combines personalized flight information with positioning and wayfinding, to on-screen real-time personal information and targeted advertising.

With indoor wayfinding and positioning, the airport can approach passengers on a personal level. By responding to a visitor's location, the app can assist passengers in finding the fastest route to their favorite shops and restaurants. By making use of data such as current waiting times at security checkpoints and other locations, passengers can be informed how to use their time most effectively. As a result, passengers are more relaxed and satisfied, and at the same time airports increase their non-aeronautical revenue as their visitors have more time to visit shops and restaurants.

AVIAVOX
BOOTH: Z2.5170

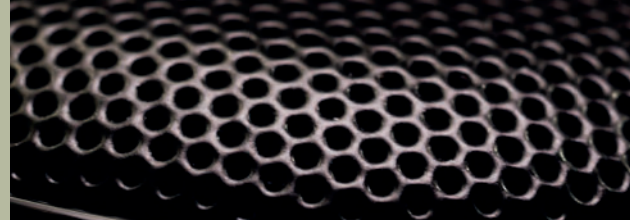


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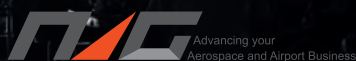
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IN THEIR NATIVE LANGUAGE



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