



Success Stories on Cloud Airport Improvement Program on IoT

Establishing a connect between a North American airport with its passengers resulting in a better end user experience

Client Background

- Client: A top airport in North America
- Industry: Air transportation
- Areas of operations: Canada
- Customers: Connects over 50 million passengers

Challenge:

The airport had lack of visibility into shuttle movements and this somewhat plagued the airport's capability to organize their ground resources. The overall logistical capabilities of the airport were taking a significant hit. With limited capabilities, the airport was looking for a solution which would help them establish a direct connect with the customers and help them identify their behavior when they are working in a group.

Solution:

The solution provider implemented an Automatic Vehicle Identification and tracking system for the airport. The solution offers a complete range of real time functions like geo mapping, geo fencing, route and halt violation, airport integration and other features like Airport/Airline Customer Relationship Management systems, Google Maps, etc.

The solution is an IoT based (internet of things) application which would simplify the customer to airport interactions.



Business Impact

The overall impact of the platform was remarkable with reduced cost of operations. It also creates revenue streams and augmented the overall customer experience. Apart from the generic analytical assessment of the overall improvement, let us look at some of the quantitative improvements as well

- 10% improvement in asset utilization
 - Overall customer experience improved by 50%
 - Fuel cost reduction by 27%
 - Resource scheduling and planning improved remarkably with 31%
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