As greater numbers of passengers pass through airport terminals each day, queues become one of the main aggravations for passengers and staff alive.

**FUNCTIONALITY**

SmartQ enables airport management to acquire detailed real-time information on queue and dwell time along pre-defined routes, e.g., security line, passport control or terminal transfer, landside to airside, etc. Data collection is achieved by simply scanning the boarding pass through one of the SmartQ self-service kiosks or gates.

As passengers scan their boarding passes, SmartQ logs the time of their arrival, validates their boarding pass and routes them to a certain lane. The database matches the time and location of each passenger in order to estimate and display accurate queuing times through the terminal. Queue times are combined to provide a complete picture of terminal operations, delivering detailed, real-time statistics on every journey and queue in the airport.

At its core, SmartQ allows users to read or scan IATA standard boarding passes, including home-printed and mobile phones, to provide an auditable record of when a passenger’s boarding pass was scanned.
SMARTQ – QUEUE MANAGEMENT SYSTEM

REAL TIME MONITOR AND REPORTS

SmartQ contains an extensive reporting suite which allows a variety of reports to be generated. The reports cover areas such as:
Queue Waiting Time statistics, Passenger Flow, Expected Passenger Flow (based on historical data), Exception Reports (passenger validation), Podium statistics and more.

MAIN FEATURES

- Reading of multiple boarding pass types (any IATA standard)
- Validation – rule-based alerts based on flight schedule / scan time.
- Auditable records of when a boarding pass was scanned
- Simple yet intuitive user interface
- Queuing priority mechanism
- Queue time monitor and KPI reporting
- In-depth reporting of passenger volumes, time & motion analysis
- Airline enquiry, enabling the airlines to view their passengers’ status
- Optional integration into airport FIDS arrival/departure data feeds
- Remote monitoring of passenger flow and passenger volume
- Optional integration with Departure Control Systems to validate passenger data

BENEFITS

SmartQ offers numerous benefits to airline and airport operators, among them:

- Reduce errors associated with manually handling of boarding passes.
- Improve passenger flow.
- Analysis of Passenger flow throughout the date.
- Reduce disruption caused by late arrivals, by alerting staff earlier.
- Aid and improve security by validating entry of boarding passes to avoid multiple entries.

CONTACT DETAILS

For further information please contact us:

ICTS Europe Systems
Tavistock House, 4th floor
Tavistock Square
London WC1H 9LG, UK

Tel: +44 (0) 207 874 7551
Email: info@ictseurope systems.com

www.ictseurope systems.com