# AirportConnect® Kiosks: D4 Kiosk

## Large technology gains in smaller, user-friendly kiosks

A kiosk refresh can help improve efficiency and reduce downtime, while dramatically improving customer satisfaction.

### BACKGROUND

**Kiosk downtime**

As technology is updated, downtime and repair costs can be significant if a kiosk has to be removed for servicing or repair.

**Preserving existing millwork**

Large investments in kiosk location must be preserved as existing millwork cannot be changed or removed.

**Future requirements unknown**

Self-service trends are constantly changing and kiosk hardware can often be difficult to upgrade.

Often passengers who are physically disabled have difficulty using existing self-service technology.

**Kiosk management**

Without proper management and monitoring of kiosk software, a kiosk network is left in an unknown state.

**Energy Usage/Environmental**
Increasing self-service technology.

### SOLUTION

SITA's next generation kiosks are available for dedicated, single-airline use or for common multiple airline use.

- SITA Smart Path D4 Kiosk, a sleek design for optimizing space utilization and passenger flow

SITA's kiosk design includes key features that provide significant ownership cost savings:

- Save floor space – compact size for easy retrofitting into existing millwork
- Reduce maintenance and repair costs – modular design and easily accessible components for in-position servicing
- Proactive management – through the SITA Network Operation Center

### BENEFITS

- Space saving designs allow valuable floor space to be put to the best use possible

- Modular design with capacity for part replacement facilitates field maintenance, increasing kiosk uptime and improving airline and airport operations

- Designed for accessibility - SITA kiosks help travelers who are physically disabled by providing a barrier-free design as well as voice guidance capabilities

- Compliant with RoHS (Restrictions on the use of Certain Hazardous Substances in Electronic Devices)

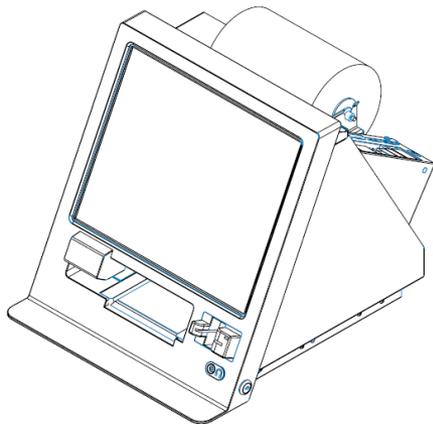- Conserves power, consuming less than 100W when idle

### RESULTS

**25% increase in passenger processing**

**Average savings per kiosk check-in is**

**$2.50** USD

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## How does it work?



## SOLUTION COMPONENTS

**Standard components:**

- 17-inch LCD display with SAW touch screen technology
- PC with dual core CPU, 4GB DDR2 SD RAM, 250GB SATA hard drive
- Wide format ticket printer (GPP) supports a 6-inch, 8-inch roll for 2400 boarding passes in the D4
- Dip card reader provides 3-track magnetic stripe support
- Bar code reader supports 1D and 2D bar codes, cell phones and paper-based barcodes
- Wireless LAN supports IEEE 802.11 a, b, g networking standards
- Available through SITA's ATI Cloud when installed in a common use environment

**D4 specific features:**

- 1/2 Page (MRZ) Passport Reader

## CASE STUDY

AirportConnect® Kiosks have been implemented at more than 130 airports around the world.

One such airport processes more than 50 million passengers a year and works with 40 airlines and ground handlers. They chose the SITA equipment to anticipate an equipment usage rate of approximately 70% or higher.

The airport wanted technology that would simplify the passenger journey. The decision to install SITA's CUSS enabled was met with great enthusiasm. These check-in kiosks would significantly enhance the passenger service, while optimizing floor space at the airport.

By taking advantage of the latest self-service technology, this airport was able to create a fast and efficient check-in area. It has since increased passenger processing by as much as 25%.

For more information please contact us at **info@sita.aero**