# AIRPORTCONNECT KIOSK

**READILY ACCOMMODATE PASSENGER NEEDS IN ONE TOUCHPOINT**

A kiosk refresh initiative represents a significant investment, and new kiosks may provide an airline with its first opportunity to have a positive impact on customer satisfaction.

## ISSUES

### Kiosk downtime
As kiosk technology is updated, downtime and repair costs can be significant whenever a kiosk has to be removed in order to carry out servicing/repair work.

### Airline/airport branding
The kiosk is often the passenger’s first on-site experience with a particular airline/airport. The style and form of the kiosk should favorably represent the brand.

### Full service needs
Kiosk hardware should address the needs of a wide range of passengers, including physically challenged passengers. It should also provide opportunities for the airlines to collect ancillary revenue.

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

### Energy usage/the environment
Increasing self-service technology results in increasing both waste and energy usage.

## SOLUTION

SITA’s next generation kiosks are available for either dedicated or common use.

SITA’s free-standing AirportConnect S4 Kiosk includes key features such as:

- Contemporary styling and latest technology
- Easily accessible components for in-position servicing
- Proactive management through the SITA Global Services monitoring center
- Flexible design, which enables the addition of payment devices, and also facilitates access for physically challenged passengers.

## BENEFITS

- Facilitated field maintenance is achieved by modular part replacement capability. This increases kiosk uptime and significantly lowers maintenance and repair costs.
- Modern look and feel design, including a 19-inch touchscreen and customizable branding capabilities. Also meets United States legislation relating to physically challenged passengers.
- The S4 kiosk model is designed to enable airlines and airports to collect ancillary revenue from passengers.
- Proactive monitoring allows some issues to be resolved remotely, without the cost/time required for an on-site visit.
- Power conservation: consumes less than 100W when inactive.

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**25% increase in passenger processing**

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

**US$ 2.50**
**How Does It Work?**

**AirportConnect S4 Kiosk Overview**

- Status/branding LED
- 19" multi-touch screen
- Barcode scanner
- Passport reader
- Space for future payment device
- Boarding pass printer
- Card reader
- Bag tag printer
- Transaction guidance LEDs

**Solution Components**

- **Standard components:**
  - 19-inch LCD display – with SAW touchscreen technology
  - Status/branding LEDs
  - Transaction guidance LEDs
  - Dip card reader – provides three-track magnetic stripe support
  - Barcode scanner – supports 1D and 2D barcodes, cell phones and paper-based barcodes
  - Full-page passport reader – with ambient light detection. No hood necessary
  - Wide-format ticket printer (GPP) – supports a seven-inch, diameter roll for at least 3,000 boarding passes
  - Bag tag printer – with capacity for up to 700 bag tags
  - PC (Intel i3-3220 3.3 GHz processor with 8 GB DDR3 RAM)
  - Remote management module – enables scheduled remote shutdown and power-up for four independent outlets
  - UPS – provides back-up power
  - Wireless LAN – supports IEEE 802.11 a, g, and n networking standards
  - Available through SITA’s ATI Cloud when installed in a common-use environment

**Case Study**

SITA’s CUSS AirportConnect Kiosks have been implemented at 130+ airports around the world.

One airport which processes more than 50 million passengers a year, and works with 40 airlines and ground handlers, chose this SITA equipment, and is anticipating an equipment usage rate of approximately 70% or higher.

The airport was looking for technology that would simplify the passenger journey. The decision to install CUSS was met with great enthusiasm, as CUSS-capable check-in kiosks would significantly enhance the passenger service, while also 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 which has since increased passenger processing by as much as 25 percent.

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