

MAESTRODCS LOCAL

AUTOMATED CHECK-IN WITH A DEPARTURE CONTROL SYSTEM

Airlines and ground handling agents need a reliable and efficient check-in system in order to ensure that the passenger experience is positive. The use of manual methods means longer check-in times. Moreover, these methods are prone to errors, which can impact on the passenger experience. Automated check-in speeds up the time it takes to process passengers, and ultimately enhances the passenger experience.

ISSUES

Manual check-in

Where there is no departure control system (DCS) in place, the checking in of passengers involves a manual process. This results in long queues, which negatively impact on the passenger experience. Manual processes are also prone to errors and other problems; this in turn results in customer dissatisfaction and operational inefficiencies.

Stringent government requirements

The process of meeting stringent government requirements for providing passenger information is both difficult and slow in cases where data is collected manually.

Moving to a different aircraft

Where passengers have to be moved to a different aircraft, due to technical problems, it is difficult to reallocate passenger seating

SOLUTION

MaestroDCS Local automates both the check-in and boarding processes for airports, airlines and ground handlers.

MaestroDCS Local has an easy-to-use graphical user interface (GUI). It also automatically assigns seats to passengers. In addition to improving the accuracy of all data relating to the check-in process, the MaestroDCS Local GUI displays data on passengers' seat allocations, and details of which agent checked them in. Should passengers be obliged to move to aircraft with a different seating configuration, MaestroDCS Local automatically reassigns new seats to those passengers. Finally, the system supports pre-departure security screening messages such as APIS (Advance Passenger Information System) and Secure Flight. On flight closure, the system automatically transmits passenger data to the relevant authorities.

BENEFITS

- The efficiency of both the check-in and boarding stages of the process increases. The system accurately monitors individual passengers' status and provide agents with information on overall boarding status. With faster check-in processing time, dwell time in check-in areas decreases.
- The workload in preparing flights reduces. More accurate messages are provided to governments because the passenger names list (PNL) is transmitted electronically by the DCS.
- In addition, where passengers have to be moved to a different aircraft, the system saves ground staff a great deal of time by allocating new seats to passengers in less than two minutes. This gives agents a chance to recover loss of passenger goodwill.

Up to 30%
increase in the speed
of check-in as a result
of automation.

**Enhances the customer
experience by reducing
dwell time in check-in
areas.**

HOW DOES IT WORK?

The screenshot shows the MaestroDCS software interface. At the top, it displays 'Administrator: KFLOWERS / Airport: BHM - [Checkin - Passenger]'. Below this are various input fields for flight details: Date (10Feb09), Scheduled Dept Time (1500), Status (Open), Flight (XS 002), Estimated Dept Time (1500 00:00), Aircraft (A380/A380), Destination (CDG), Boarding Time (1400), Configuration (F16Y320), Gate, Scheduled Arrival Time (0857), and Flight Time (00:57). There are also fields for Booked (F8Y207), Accepted (F2Y0), Standby (F0Y0), and Available (F14Y316) passengers. A table lists passengers with columns for Name, Group, Dest, Class, Seat, and Bdg #. The table contains several rows, including FLOWERS/MISSY, FLOWERS/JENNIE, FLOWERS/JERRY, ALEXANDER/SHAWN, ACKLEY/ALICE, ARMSTRONG/LURE, BALDWIN/TIM, BARNES/NICK, BEAUTY/SLEEPING, and BERRYHILL/PHILLIP. To the right of the table are various dropdown menus and input fields for passenger details like Security Status, Gender, Status, Infant Name, Ticket Status, Travel Code, Hire Date, Hand Weight, Spec. Services, Frequent Flyer, Passport, Contact, Ticket Number, Marketing Flight, Form of ID, and Remarks. At the bottom, there are buttons for Checkin, Update, Upcheck, Action, Reprint, Search, and List Status, along with a status bar showing '05Feb09 13:40'.

SOLUTION COMPONENTS

- **MaestroDCS Local architecture**
The system has been deployed on dual servers locally, thus ensuring product back-up should one server stop functioning for some reason.
- **Automated check-in and boarding**
Automated check-in ensures a quicker process; simultaneously, an automated boarding process identifies all passengers who have already boarded, as well as identifying those who have yet to board.
- **GUI**
Intuitive GUI means that it is very easy to train passenger agents. Training takes less than two hours.
- **Transmission of messages to governments**
Automatically transmits APIS and flight information to governments when check-in is completed. Provides security information on passengers, the time they were checked in/by whom.
- **Revenue generation**
Prompts agents to collect excess baggage charges, if relevant.

CASE STUDY

A Canadian airline operating out of Antigua was using manual check-in processes which generated long queues and, at times, led to passengers having to queue outside the terminal building in very warm weather conditions. The manual processes also required a good deal of advance preparation the day before a flight, in order to ensure that both the passenger names list (PNL) and special requirements were captured correctly. The manual check-in process made it difficult to meet the Canadian Government's requirement for advanced passenger information. The data capture process was slow, and information was not easy to collect.

As a result of installing MaestroDCS Local, passenger names are automatically captured, thus reducing agent workload and increasing operational efficiency. This has eliminated the need for passengers to queue outside the terminal building.

Before introducing MaestroDCS Local, the collection and transmission of APIS data involved a manual process which was error prone. With the new automated check-in process, passengers swipe their passports, thus generating more accurate information for transmission to governments.

MaestroDCS Local has helped to ensure a positive passenger experience at both check-in desks and boarding gates.

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