Transforming the passenger experience at every step of the journey

Vinoop Goel
For an end-to-end passenger process that is seamless, efficient and secure
Vision: By 2020 80% of global passengers will be offered a complete suite of self-service options

- **Check-In**: Mobile • Online • Kiosk • Automated
- **Bags Ready-to-Go**: Home printed • Electronic • Kiosk
- **Document Check**: Mobile • Online • Kiosk
- **Flight Re-Booking**: Mobile • Online • Kiosk
- **Self-Boarding**: Mobile • Online • Kiosk
- **Bags Recovery**: Mobile • Online • Kiosk
One ID: breaking the silos
How would it impact the passenger process?
First steps – exploring 10 areas

1. Airport Infrastructure
2. Security
3. Passenger
4. Cargo
5. Ground Operations
6. Baggage
7. Financial Systems
8. Information and Technology
9. Safety and Flight Operations
10. Environment

- What may the longer term hold?
- What could we see implemented over the next 20 years?
- Where are the gaps / overlooked opportunities?
- What’s already happening now?
- What can be accelerated with synergy?
Emerging Concepts

OFF-AIRPORT  ADVANCED PROCESSING  INTERACTIVE DECISION MAKING
Transforming Passenger Experience

- Collaboration between stakeholders
- Review of regulatory framework and required changes
- Development of a end-to-end roadmap