

Time-Machine

Landing at the airport 4.0.: Worldwide, airport services provide self service facilities for passengers. In addition to comfort and speed, on safety is the focus. Such systems require efficient shielding.

It is a good news for all travellers with allergy to long waiting times. Now at the airport Vienna passengers can leave their luggage even on one of the 16 new Self Baggage Drop-off switch. The Airport and Austrian Airlines have installed these machines after a test phase. The common goal: A faster handling and expansion of the self-service offer. For the common project with the Homecarriers the airport invested around 1.2 million euros. "In advance we have installed two test equipment, which was surprisingly well received", explains Austrian Airlines CEO Kay Kratky. "Our guests will have the choose whether to check their luggage at the counter or check it out yourself and possibly saving some time. " For the procedure is only one valid boarding pass required, received by the web Check-in electronically or printed by one of the check-in machines. At one of these 49 at the airport available devices, the passenger must register the number of luggage and print his stickers. At the second step the user carries cases and bags on the task belt and reads the bar code by means of a hand-held device.

Check in on the net

In addition to the extended check- in offer on the Airport Vienna could traveller also make their baggage trailer at home. For the time being this is the case for flights from Vienna to Amsterdam, Zurich and Miami. For that the passenger must specify the number of luggage while doing the check-in via the Internet. With the boarding pass then the said pendant for the suitcase will be sent. The rest is simple, report the responsible: install the good piece, give it up at the machine and save time.

With this new development, Vienna is in the trend: Worldwide, many airports now have self-service in advance. Machines and processes from the Do it Yourself category follow the general economic development towards automatization and are intended to provide recognizable added value. The intention is clear: Self services are more user-friendly, more time-effective, and a high potential for costs-savings. The direct flight to the airport 4.0 takes more and more digital form. Just like at the airport in Frankfurt. "The trend affect the whole chain of the ground. The basis is the increasingly strong desire of many passenger to desire by their own about the chain at the airport. By sides the automatism please don't forget the wish of personal services.", explains Dieter Hulick, Speaker of the Fraport AG.

In any case, the focus is on the increased convenience for the paid guest- even if the thing is not completely without human factor works. "Self-service facilities offer fast processes, short waiting times and are usually very simple to use frequently it still needs still supporting personal, for example, for families seeking help upon check-in", Jasmin emphasizes Bodmer, spokeswoman for the airport Zurich, where passengers go among an automatic checkout, Selfboarding locks or Check-in via internet or smartphone (App) are available. A study by the airline IT solution provider SITA and the International Airports Council these tendencies are underlined: Applications concerning Self-service and mobility are on the rise, the majority airports rely on self-service switches for check in and baggage the end of the runway Seems to be by no means reached being: Two thirds of the airports plan high investment on this.

In addition, 90% of Airports had created a great program or a test project for mobile services.

Commercial accelerator

As accelerator of the new Electrowonderworld could also be a commercial considerations. This is because switches for self-handling, in addition to their core functions as well as other services of the airport increase in distribution. This is, of course, commercial motives, for airport operators need in economic hard times every euro. The new electronic equipment could then open up additional sources of income - provided that there are also sufficient offers for which the passenger actually goes to the stock market. At least theoretically, some things have already begun to move - But also in reality. At the Munich airport, the "InfoGate" - information system provides thousands of passengers with fast orientation in the terminals every day. For this purpose, the special counters require only a few seconds to connect passengers or pick-ups to a staff member of the airport information service via video conferencing. At the visual component failed urgent request for support is not available: both partners meet in life-size and real-time on the screens. Apart from the variant with personal communication, a system is also available at numerous locations across the entire campus of the airport where the guest can receive important information via touchscreen. For example, he not only learns how to get to his gate by the shortest route, but also the time to the goal. In addition, the entire service offered by the airport can also be accessed here.

Think about security

All this should happen as disturbing as possible - that is why a factor is advancing, which is increasingly dominated by discussions in travel business: IT security. Passengers can comfortably and uncomplicatedly print boarding passes or baggage by means of Self-service. Optimized check-in sequences not only save valuable time, but also increase safety. Such systems meet the highest requirements and automatically verify the validity of passenger data. In addition, additional functions such as facial recognition could be integrated, "says Dieter Steiner. The Managing Director 'of Security Service Providers SSP Europe at the same time point out a challenge:

"Airports generally have to deal with the security of their systems and meet the requirements. In order to the IT department to keep control over information flows, unsafe single solutions must be replaced by a central data exchange platform. The threat is thus at the organizational level. If the IT professionals lose their data integrity, a serious risk for the entire airport can arise. "Such scenarios are already latent in the air, if the topic of self service is on the agenda. Like in all other branches and industries, the current digitalization is accompanied by worries. The light goose bumps are triggered by thoughts of flicker, viruses, and malicious software that could cause an unpleasant anger at airports when automation is gaining ground. Captured computers or attacked servers are scenarios that still provide the security strategist with overtime- Not least because of the increasing sophistication of cybercriminals. The experts in the think tanks are also thinking about possible facets of self-service between the entrance and the runway. In the future is conceivable for experts check-in via fingerprint or other biometric data such as Irisist or facial features. An automated reconciliation with databases from security authorities could make it difficult for criminals to go undetected into a country. The comparison is considered to be fast and

reliable - above all compared to the manual check of passports. In this area are found anyway many considerations, including electronic passport control. Peter Kleemann, Spokesman of the Vienna Airport: "The Ministry of the Interior is responsible for the implementation of the border controls, as well as the decision on the use of automated procedures. In Vienna, there is a testing position of the Austrian Institute of Technology, but this is a research project for technical infrastructure and has nothing to do with the possible introduction of such systems. Whether such a service will start in Vienna has not yet been determined. "

The original article can be found at <https://www.secure-data-space.com/wp-content/uploads/2017/01/2016-12-29-SSP-Europe-Faktum-Airport-Security.pdf>.