ANALYZE TO OPTIMIZE

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CONNECT AIRPORT DATA TO REFINE INTERTWINED OPERATIONS

Wait times at check-in. Long lines at security. Sales at restaurants and retailers. Data sets are constantly collected across siloed airport operations, yet seldom viewed as a big picture or anticipated to prevent jams and boost business.

Despite the general curb-to-gate flow of travelers, airports don't generate simple assembly line data. There are multiple points of arrival and departure, numerous airlines and connecting relationships, and myriad services and businesses across separated terminals. Government-run security and immigration increase the complexity.

Although distinctly different and independent, each interaction point affects another. An understaffed security checkpoint can hurt restaurant sales by cutting travelers' time before a flight. The press to "hurry up and wait" can cause a cascading effect of short-tempered travelers and staff.

Analyzing data trends and cycles across all disparate but interconnected airport operations can inform decisions that ease employee stress, improve customer satisfaction, and increase profitability across the board.

KMD, an NEC company, enables better planning with business intelligence software designed for the regulations of the airline industry.

KMD Delivers Industry Insight

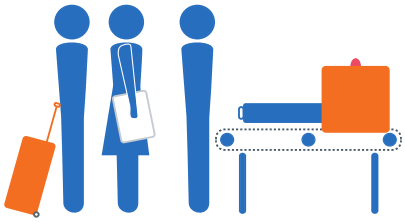
Airports track hundreds of KPIs every day, and the oceans of data can be overwhelming. KMD's airport Business Intelligence (BI) and planning software helps executives understand their actionable data and its implications for operational performance.

A few of the questions that can be answered with an easy-to-read dashboard include

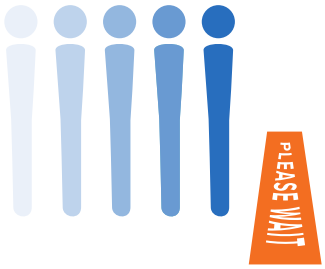
- How many passengers should be expected at any given time?
- What is the current average processing time for each passenger?
- How many security lanes should be open to process the flux of passengers today?
- Is any security lane registering an unusual number of false positives?
- Was yesterday a high- or low-performing day?

KMD's inclusive perspective of operational silos promotes communication and cooperation among stakeholders. Capturing and analyzing data for immediate action and long-term planning creates a game-changing BI tool for airports.

SECURITY
WAIT TIME



CHECK IN
WAIT TIME

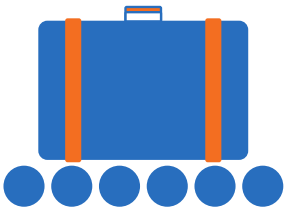


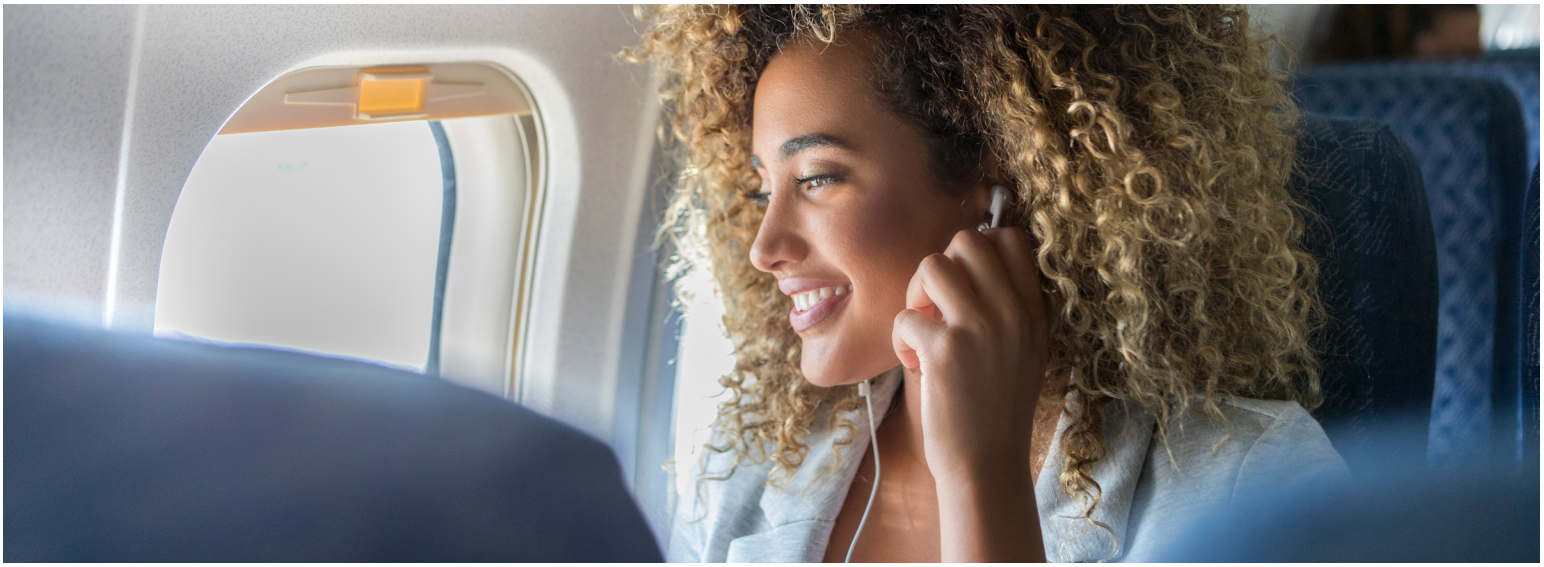
BAGGAGE
MISHANDLED BAGGAGE

FLIGHTS
GATE ALLOCATIONS
ON-TIME PERFORMANCE

IMMIGATION
WAIT TIME

BAGGAGE CLAIM
MISHANDLED BAGGAGE





Recognize Opportunity For ROI

Contactless processes, such as self-service check-in and baggage kiosks, eGates and automatic passport control are just a few of the technologies changing the way people fly. Adoption of "green" and "smart" airport solutions is another growing market trend.

Rather than investing in digital transformation for the sake of modernizing, executives first must understand their operational costs and issues to properly evaluate innovations and their benefits for efficiency and performance across multiple touchpoints.

Knowing air traffic will return to, then surpass pre-2020 levels, this is an opportune time to focus on BI and potential systems that can optimize operations in time for the forecasted travel surge. KMD's platform captures, integrates and connects all relevant data sources across channels to provide both lagging and leading insights.

Continual BI can be used to inform immediate actions, establish measurable short-term goals, monitor progress toward milestones, and advise course corrections as needed.

BI can improve **7** key areas

1

OPERATIONAL PLANNING

Insight leads to accuracy throughout the planning cycle.

2

PERFORMANCE MONITORING

Data informs implementation by skilled employees.

3

STAFF MORALE

Preparation, proper staffing levels reduce stress and absenteeism.

4

SECURITY

Alertness improves as false alarms decrease and agents build trust.

5

WAIT TIME

Continuous assessment enables real-time adjustments to open flow.

6

BAGGAGE LOCATION

Connecting data sources helps employees find lost luggage.

7

CUSTOMER SATISFACTION

All touchpoints impact traveler opinions ad reviews.

Trust Experienced Aviation Analytics

NEC Aviation Analytics by KMD is a fully developed methodology and framework already assisting airports in Europe with data-driven transformation.

Low-risk implementation and widespread user adoption secure a low TCO and high long-term value for your organization. The complete Aviation Analytics platform is quick to implement and easy to use and maintain.

Intuitive analytics dashboards and user-ready content quickly yields insights into operational and strategic levels. Real-time analytics enable predictions on both lagging and leading indicators, empowering knowledge workers with actionable intelligence.

The resulting data-driven ecosystem yields huge ROI for the product as well as proof of concept for subsequent innovative solution implementations with measurable ROI.

NEC Aviation Analytics is designed specifically for this industry and is **simple to implement** and use for a **quick return on investment**.

Start With A Proof Of Concept

Setting up a holistic data-driven ecosystem with NEC begins with a momentum workshop. Experts in business, industry, technology and user-adoption come together from your management team and KMD to identify business challenges that can be studied.

From the possibilities, the team chooses easy data-driven wins—short-term measurable goals—then executes the change and reviews the results. Data then informs further action, such as further refinements or lasting change.

The POC can be a one-time exercise or an ongoing assessment of operations in real time. Operational excellence across the airport is the result of vision from leaders proven by performance data.

Data Points For Potential POC

Spend, dwell time and load factor can be analyzed with these dimensions:

- Country
- Airline
- Destination airport
- Terminal
- Gate
- Date and time
- Load factor forecast

Queue waiting time and throughput can be analyzed for:

- Wait time by week, day, hour, weekday
- Resources

Security lines can be broken down further:

- Metal detector
- X-ray
- Alarm reason
- Load factor forecast
- Date, time
- Managers
- Resources
- Shift

Schedule Your Aviation Analytics Workshop now.

Get Started