

Using Technology in Airport Terminals

AACO/IATA
Technical Forum 2019



AGENDA

01.

EGIS

Figures
Comprehensive Airport Services
Our Airport Network

02.

AIRPORT & TECHNOLOGY

Operational Excellence & Passenger Experience
OPEX Vs Revenues
Roadmap to Digitalization

03.

CASE STUDIES





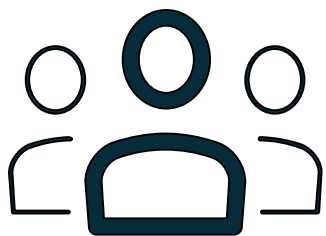
EGIS

Key Figures



€1.150 Billion

MANAGED TURNOVER IN 2018



14,850

EMPLOYEES IN THE WORLD

8,750

IN ENGINEERING

6,100

IN OPERATION



Presence in
100 Countries



More than **65** Years
of Operations

EGIS

Shareholders Structure



Egis is a subsidiary of:

-The Caisse des Dépôts – 75%

A long term public investor acting for the economic development for the benefit of people – Sovereign Fund of the French Government

→ Assets under Management of **€ 265 Billion**

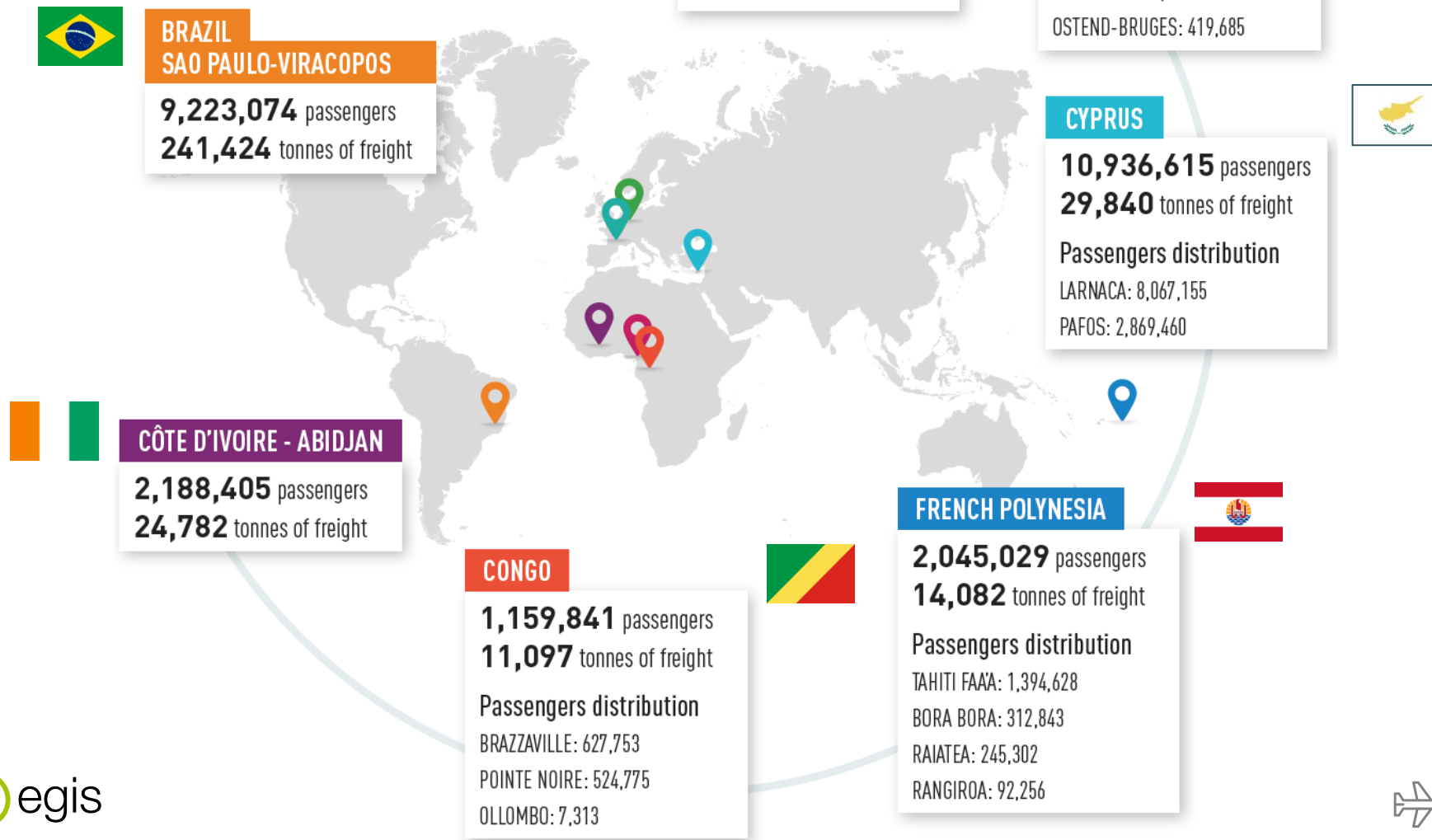


-Employee Shareholding – 25%



EGIS

Our Airport Network



16 AIRPORTS

4 CONTINENTS

7 COUNTRIES

KEY FIGURES 2018

> 28 million PASSENGERS

366,000 TONNES OF FREIGHT

€469 million REVENUE

1,500 EMPLOYEES



AIRPORTS & TECHNOLOGY

Operational Excellence & Passenger Experience

PASSENGERS SATISFACTION

Managing the essential processes

- Time.
 - Flows and queuing management (Check-in, Security control, Passport control...)
- Information, orientation
- Hospitality & Courtesy
- Cleanliness of the facilities
- Free WiFi

CUSTOMERS EXPERIENCE

Surpassing Expectations

- Sense of place.
- Social network communities
- Exceptional features & events
- High-end shops, F&B
- Extensive offers (Shops, services, well-being)

+ 1%

OF CUSTOMER SATISFACTION



+ 1.5%

OF NON AERONAUTICAL REVENUE

AIRPORTS & TECHNOLOGY

OPEX Vs Revenues

Revenues

Development strategy?

- Passengers and cargo traffic
- Non-aeronautical revenues
- New revenues: Real Estate/ Airport City...

Which realistic tariffs?

- Aeronautical fees (regulated)
- Non-aeronautical charges

Operational expenditures (OPEX)

- Salaries & wages
- Operating costs: janitorial, utilities...

Investment (CAPEX)

- Increasing airport capacity
- Major maintenance or renewing investment & Related financial costs

Authorities remuneration

- Concession fee, dividends
- Taxes & duties

Shareholders remuneration

- Dividends, IRR objectives

AIRPORTS & TECHNOLOGY

Roadmap to Digitalization

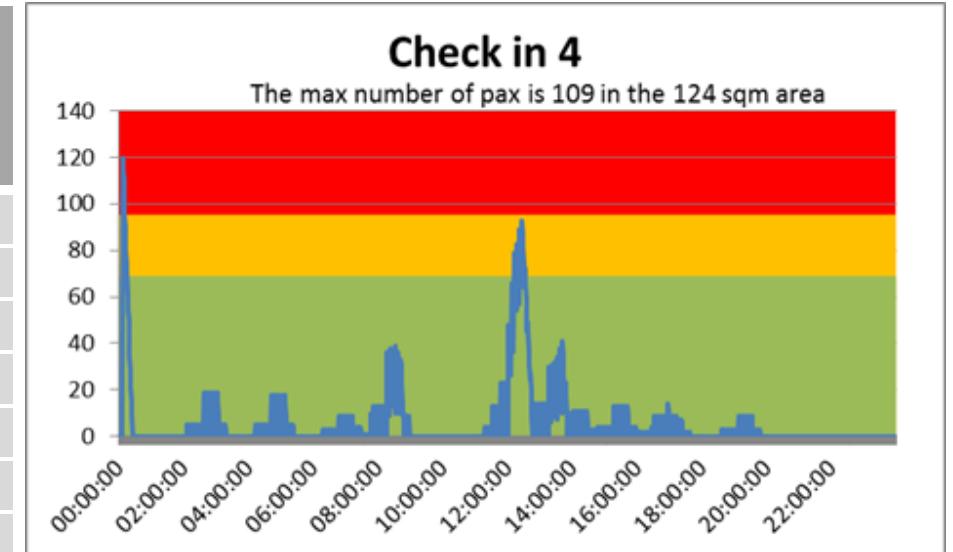
Flow Monitoring & Management	Process Automation	Collaborative Decision Making	Smart Building	Passenger Engagement	Predictive Maintenance	Prescriptive Solutions
Live Monitoring of queuing lines using sensors, CCTV.	Maximizing the usage of biometrics and facial recognition on main checkpoints. Usage of Body Scanners	Efficient TOCC including all airport stakeholders for swift decision making. This will ensure end to end real information for the passenger journey	Smart, Real-Time energy and utilities management	Beyond FIDS and Signage, using technology to improve the engagement of the passenger (Mobile App with indoor wayfinding, Augmented Reality and personalized retail offerings)	Efficient planning of preventive maintenance actions in time slots that will minimize the impact on operations	Synthesizing big data, analytics, business rules and strategies into an environment that provides optimized workflow of recommendation



CASE STUDIES

Viracopos Airport: Using Simulation for Check in Areas

Process	Output	Results from the simulation run	Level of Service Standard IATA Optimum Economy Class Between 1.3 and 1.8 sqm/pax Between 10 and 20 minutes
Check-In Area 1	Max pax in queue	32 pax	Over-design
	Waiting Time*	3min	Over-design
Check-In Area 2	Max pax in queue	39 pax	Over-design
	Waiting Time*	3min	Over-design
Check-In Area 3	Max pax in queue	8 pax	Over-design
	Waiting Time*	2min	Over-design
Check-In Area 4	Max pax in queue	109 pax	Sub-optimum
	Waiting Time*	10min	Optimum Level
Check-In Area 5	Max pax in queue	22 pax	Over-design
	Waiting Time*	1min	Over-design
Check-In Area 6	Max pax in queue	4 pax	Over-design
	Waiting Time*	1min	Over-design



CASE STUDIES

Paphos Airport: Using Historical Data for Staff Planning



CASE STUDIES

Larnaca & Paphos Airports: BorderXpress Kiosks

A joint project of:



Ministry of
Transport,
Communications
and Works



74 BorderXpress Kiosks

- Reduce border wait times by more than **60%**
- Optimize queuing and reduce terminal space by more than **50%**
- Transform the **Customer Experience**
- Save on resources by **Improving Efficiencies**



THANK YOU FOR YOUR ATTENTION

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