Airports’ Digital Transformation Journey Has Just Begun

Simon Lotter, Director Asia Pacific, Munich Airport International
Taoyuan Airport Forum | 17th - 18th October | Taipei
We Are Driven by
Changed Customer Expectations
Passengers have already found solutions today that all work independently of location. Digitisation and flexibilisation
Changed Customer Expectations

Passenger IT Insights 2019
% of passengers using technology [mobile, kiosk, automated gates, web] in 2018

- Booking: 85%
- Check-in: 54.5%
- Bag tag: 48%
- Self-bag drop: 20.5%
- Passport: 44%
- Dwell time: 65%
- Boarding: 23%
- On board: 70%
- Bag collection: 26%
Changed Customer Expectations

Passenger IT Insights 2019

% of passengers willing to use new mobile services in 2018
Digital Transformation affects our Business
Cyber Security
The Foundation of Digital Transformation
Airports are Complex Infrastructures

Energy Supply

Building Technology

Airport Facilities

Mobility
Critical Systems and Facilities

Runway, Taxiway, and Apron Lighting

Baggage Handling Systems

Heating and Air Conditioning

UPS and Emergency Power
Our vision is to build a powerful and active coalition of experts to defend our industry against all and every threat from out there.

Ultimately, we strive to make your company, any digital business and finally the entire IT-universe a safer place.

Best of Class Trainings
State of the Art IT and IT Training Infrastructure
Network of Specialists
Security Collaboration Platform
The Information Security Hub delivers a broad array of different opportunities for every IT security training scenario. Real life. And hands on.
B2C
Passenger Oriented Measures
The different Personas

**AVIATION**

- **The business frequent flyer**
  - Hans Stamm
  - Age 48

- **The business transferer**
  - Alessandro Monti
  - Age 57

- **The loyal holiday customer**
  - Stefanie Jansen
  - Age 42

- **The occasional incoming customer**
  - Ann Miller
  - Age 29

- **The international holiday transferer**
  - Tian Xiang
  - Age 50

**NON-AVIATION**

- **The visitor**
  - Elisabeth Neubauer
  - Age 36

- **The collector**
  - Maximilian Huber
  - Age 42
One Airport App

All-in-one solution with a standardised interface

Dusseldorf
Frankfurt
Hamburg
Munich
Vienna
Content of the App

- Departure and arrival
- Gastro
- Parking
- Retail
- Promotions
- Services
- Digital travel assistant
Maps as a Service

Airports

Services/POI

Maps

Routing

Passngr Backend/

Seamless Travel Platform (STP)

Airport Maps Service

Channels

Passngr

iOS & Android SDK

JavaScript SDK

Maps & POI

Maps & POI

Maps & POI
Airport Community App – Introduction

The Community App is designed to provide real time access to information to multiple stakeholders, from a variety of sources, as well as alerts on important events.

- **Off-the-shelves Product** by “Airport Labs”
  Current users: Gatwick Airport, Dubai Airport, Easyjet, Flydubai

- **Objectives of the App**
  Provide operational information in an easy and quick manner for all airport employees.

  ➔ Daily use, especially for mobile employees

- **Planned User Groups**
  Airport Operator, Authorities, Service Providers, Airlines
Airport Community App: Features

Main Features

• Flight Information, A-CDM Timestamps
• Infrastructure State: Runways, People Mover, Security
• Alarms
• Operational Irregularities [e.g. Weather, Strike]
• Queue Management

Input

• FMG IT systems [e.g. AOBD, SensoMUC]
• Manually fed channels [can be made available for everyone or selected users, groups only]
Thank you!