Airport Technology

Quick Service Points for airlines

IBERIA Airlines / **Interactive information points based on touchscreen technology (2011)**

IBERIA is developing a new method of passenger attention, and we at AERTEC are helping them reach this objective. This solution has been designed especially for passengers in transit, allowing them to independently and instantly resolve any query or incident that may arise during their transit. Upon scanning their boarding pass, the system helps the passenger by advising them about their boarding gate, or by generating a restaurant or hotel voucher in necessary. It can even reassign them a seat on a new flight if they have missed their connection or the flight has been cancelled.

The solution is made up of 21 interactive service points equipped with wayfinding management software, and a touchscreen and other peripherals such as boarding pass readers, passport readers and printers.

They are distributed across the different Iberia transit counters in terminal T4 at Madrid Barajas Airport.

IBERIA

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