

Prepare Air Travel for Take Off:
Improve Customer Experience and Efficiency
with Smartphone-based Data Capture

Facing unpredictable passenger volumes, airlines need flexible solutions that prioritize people’s safety, yet still deliver a great experience. Scandit’s ID and barcode scanning software is a fast, effective way to ensure every journey is safe and satisfying for passengers and staff, while unlocking operational efficiencies and cost savings.

Smartphone-based scanning enables safe and pleasant journeys through digital transformation:

Safe, satisfying and friction-free travel

Lower hardware costs

Quick to implement

Future-proof innovation

Look Beyond Safety
While safety is the top concern, other “moments of truth” in customer experience still matter.
Source: NPS Prism Airlines Survey 2020 (Q1-Q3)



Online Check-in

Scan-enabled mobile apps make check-in contactless and smooth

Before they leave for the airport, passengers can use Scandit-powered apps to scan their passport/ID and check-in online with their personal smartphone. Speed up check-in at the airport and ensure all information is entered accurately. With Scandit SDK for the Web check-in can be done by scanning directly on an website, no need to download an app.

2.4b

Overall passenger numbers are expected to reach **2.4 billion in 2021**. Up from 1.8 billion who traveled in 2020, but below 2019's peak of 4.5 billion.

IATA

All passengers should be encouraged to **check-in online to reduce the reliance on staffed counters and self-service kiosks** at the airport.

Future Travel Experience Think Tank



Lounge Access

Automate access to lounges and gates with a scan

Make controlled access to airports, gates and lounges truly contactless by enabling passengers to scan IDs or boarding passes at the entrance. Ensure only approved passengers enter the right areas and limit access to defined time windows if needed. Keep track of passenger flow and avoid congestion. And staff equipped with smartphones can easily access passenger information at the lounge to ensure a more personalized experience.

Automation technologies help airport operators **reduce queues and streamline passenger movements** through key security controls, immigration and gate checkpoints.

Passenger Terminal Today

60%

of aviation executives **want automation and artificial intelligence** to see greater investment.

Fast Future, Future Travel Experience

At the Gate

Make passenger management seamless with mobile gate agents.

Deploy scanning-enabled smart devices to gate agents to help them be more mobile and efficient in assisting customers. Any employee can use Scandit-powered apps to access real-time information by scanning a ticket or passport to answer questions (gate changes, delays) or last minute requests (like seat or in-flight service changes). They can also handle boarding and upgrades. All done while mobile, at a safe distance, no need for passengers to assemble.

Scan safely and reliably at **6ft or 1.5 meters** away with Scandit-powered apps.

Boarding the Plane

Scan boarding passes through protective shields

Airline staff performs boarding procedures or other passenger support processes by scanning boarding passes through plexiglass shields in order to avoid contact. With smartphones, it's also easy to scale boarding capacity as you aren't dependent on stationary scanners. Any mobile agent can react and support boarding, keeping queues short and no need to invest in unnecessary fixed podiums or scanners.

Scandit software consistently **outperforms other solutions for speed and accuracy**, even on low-end devices and in difficult conditions, such as glare, reflections and low light.

Fast Future and Future Travel Experience

68%

of aviation executives believe that **digital transformation should get more attention**.

Make Air Travel Safer and More Satisfying with Smartphone Scanning

Get in touch to discuss how flexible, scanning-enabled smartphones can help you to enhance safety, delight customers and bolster store revenues in unpredictable times.

LEARN MORE

Scandit's award winning mobile computer vision software enables barcode scanning, text and object recognition for enterprise apps and delivers real-time insights through AR overlay.

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