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



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.

Overall passenger numbers are

IATA



All passengers should be encouraged to check-in online to reduce the reliance on staffed counters and selfservice 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.



operators reduce queues and streamline passenger movements through key security controls, immigration and gate checkpoints.

Automation technologies help airport

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.

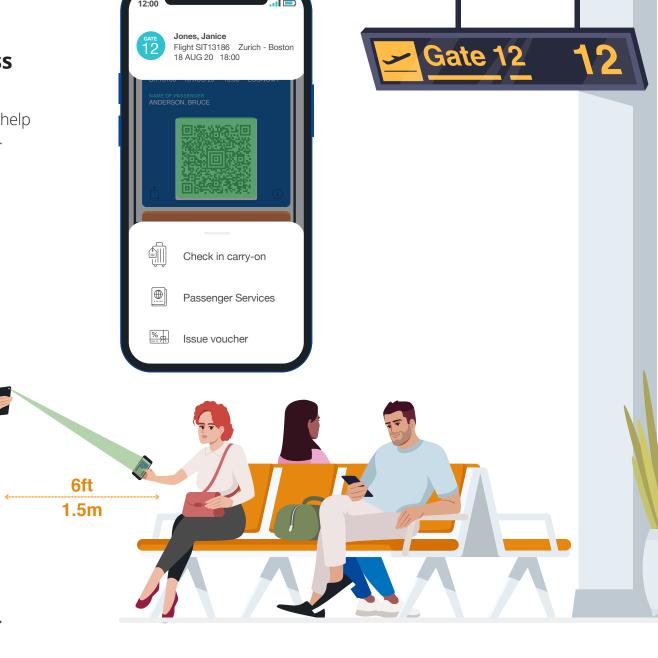
Deploy scanning-enabled smart devices to gate agents to help them be more mobile and efficient in assisting customers. Any employee can use Scandit-powered apps to access

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.

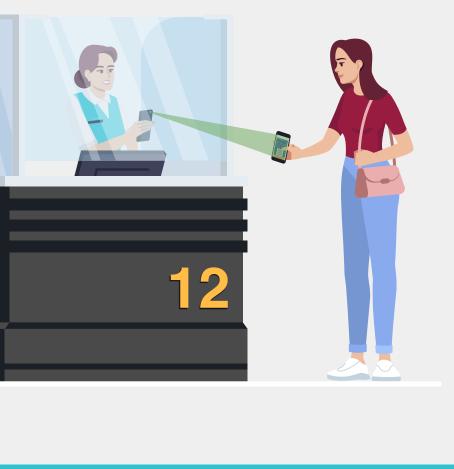
All done while mobile, at a safe distance, no need for passengers to assemble.



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.



and accuracy, even on low-end devices and in difficult conditions, such as glare, reflections and low light. of aviation executives believe that digital transformation should

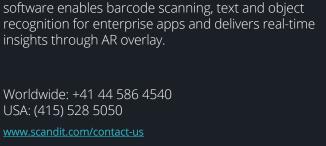
get more attention.

Fast Future and Future Travel Experience

with Smartphone Scanning

Make Air Travel Safer and More Satisfying

LEARN MORE



Scandit's award winning mobile computer vision

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