



ARINC AIRPORT SOLUTIONS

HIGH-TECH SOLUTIONS FOR A MODERN WORLD

Prior to the COVID-19 pandemic, Bogota Airport (BOG) – also known as El Dorado International Airport – was serving more than 35 million passengers per year as a gateway for both international and domestic travel. With a vision to provide an unparalleled passenger experience, the BOG team looked to technology to help provide a more contactless journey for passengers, as well as to identify opportunities for automating processes at various stages of travel for both passengers and airport staff.

To help manage traffic flow and provide passengers with a great travel experience, the airport invested heavily in reorganizing terminals and upgrading operations. But more improvement was needed. Realizing the best way forward was to bring in new ideas, BOG evaluated a number of vendors for help in achieving their goals. In early 2019, OPAIN – the concession holder for the BOG airport (composed of Colombian construction and

engineering firms, including Grupo Argos and Odinsa) – selected Collins Aerospace for their technological makeover.

Luis Soto, who is in charge of the technology area of OPAIN, was part of the selection committee. “We knew we needed a technological partner that had a strong global presence, as well as one with extensive experience working with other big customers so we could benefit from their expertise,” he said.

“Collins Aerospace presented us with the flexibility that not only enables enhancements for today, but also allows for seamless upgrades and improvements in the future. They aligned their business model with ours to benefit both organizations,” he continued. “Our airport’s vision is to continually improve, and that requires working with a team that can help us move forward and provide the best service to both passenger and airline customers. Collins has been a great partner and we appreciate the support.”

CHALLENGE:

Current airport systems and services weren’t capable of providing an exceptional passenger experience.

SOLUTION:

BOG incorporated Collins self-service check-in and bag-drop, and automated pre-security gates. Collins also built the foundation for future biometrics and self-boarding gates at BOG.

RESULTS:

Within four months, BOG had smaller passenger queues, faster processing and enhanced passenger and airline satisfaction.



Self-service transforms the passenger experience

In just a matter of months, Collins worked with the airport to replace the legacy provider and upgrade operations via new technologies. Initially, this meant incorporating self-service and passenger processing solutions via a Common Use Passenger Processing Systems (CUPPS) – technology that helps airports and airlines operate more flexibly and efficiently. With Collins ARINC Multi-User System Environment (MUSE™), passenger processing was immediately enhanced for current customers, while allowing for scalability for future airport operations within the same IT infrastructure.

Once MUSE and other systems were implemented, BOG passengers could perform self check-in and self bag-drop, which saved queue time waiting for an agent. In the past, it might have taken several minutes for an agent to help passengers check their bags. But with Collins ARINC SelfDrop solution, that time was reduced to less than 30 seconds. These solutions also made the check-in process more contactless – an important consideration for traveling during a pandemic.

Collins also assisted OPAIN in the provision of self-service emigration gates, providing a faster experience for all passengers wanting to avoid lines. Other technological enhancements include queue management systems that can alert staff to unexpected crowding and limit passenger counts in key areas of the airport. These new planning tools for minimizing congestion and maintaining social distancing will be of even greater benefit for the airport as travel demand continues to increase.

All of these new technologies, implemented with Collins support, led to BOG being recognized with a 5-Star COVID-19 Airport Safety Rating by the international air transport rating agency, Skytrax. The award recognizes the effectiveness of COVID-19 measures introduced by the airport to protect customers and staff against the spread of coronavirus. The new solutions that helped make the BOG passenger journey more contactless were key to earning the award.

“Our airport is the first in South America to receive this rating, and one of only three in the world,” Soto said. “We are very proud of this achievement, and hope it transmits a sense of confidence to passengers that our airport is focused on health and safety.”



MAKING THE CONTACTLESS PASSENGER JOURNEY A REALITY

To further support a contactless passenger journey, BOG is working to implement electronic security screening. Currently, airport agents manually check passports and boarding passes before passengers reach the X-ray security screening process. With the recent implementation of Collins ARINC VeriPax pre-security e-gates, passengers will soon be automatically screened via ARINC SelfPass biometric cameras and facial recognition, processing people in shorter periods of time. And with every second and minute saved, wait times are reduced and passengers spend less time crowded together in queues.

Currently, Collins and BOG are working to extend contactless travel into the boarding process using the SelfPass biometric system. Airport staff indicated a high regard for this solution and its ability to speed processing times and move passengers through the airport more quickly. In today's current environment – as well as tomorrow's post-pandemic world – the ability to continually reduce passenger touchpoints is an added benefit. Through biometrics, passengers can complete their airport journey using just their biometrics with no need to touch equipment or documents, and with limited face-to-face interaction with airport personnel.

"We want to implement as much of this technology as possible," Soto said. "We see these IT projects as being key milestones as we work to accelerate the airport's recovery from the pandemic."

Biometrics will soon be available to any BOG passenger who chooses to enroll via a mobile app or on an airport kiosk. The process is enabled once passengers take their photos and link them with their passports and individual trip itineraries.

This single "token" then becomes the passenger's official identification through all stages of the journey. Cameras at check-in kiosks, security gates, airport lounges and boarding gates can all confirm entry by matching the individual's face with his or her electronic token, avoiding the need for handling documents or agent intervention.

"We look forward to bringing this new capability to our passengers," Soto said. "Not only will it give them a faster experience, it will also eliminate their need to search for documents or touch equipment."

BOG also intends to introduce this new single-token biometric technology for airport crew and airline staff.

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CUTTING-EDGE SOLUTIONS AND SUPPORT

Collins technological solutions aren't only for customer-facing enhancements. Behind the scenes, our AviNet and ARINC messaging solutions ensure connectivity within the Bogota airport and between the airport and the airlines it serves.

All Collins solutions at BOG are supported 24/7 by onsite technicians servicing both terminals. Because the self-service equipment includes a number of moving parts, staying on top of predictive and corrective maintenance is key to avoiding downtime or service interruptions. Team members keep a close eye on incident reports to monitor trends and service equipment in advance of any potential outages.

"Obviously COVID-19 has been challenging for everyone in the aerospace industry," Soto said. "That has made it even more important to have Collins on our side helping us scale our operations up or down as needed to meet passenger demand without any issues. We are excited to partner with Collins Aerospace as we continue on our quest to provide an exceptional experience for our customers."



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