



ABOVE: Home check-in with PENTA Scanner CKI
BELOW: Electronic boarding with BGR 504 pro

SUPPLIERS AND MANUFACTURERS THAT KEEP UP WITH THE LATEST TRENDS CAN HELP AIRPORTS TO SUCCEED, WHATEVER THE FUTURE BRINGS

In recent years the aviation industry has been shaped by changing trends resulting from the growing importance of factors such as the passenger experience, digitalization and airport design. As an airline/airport supplier it is essential to be aware of these developments and to react accordingly by providing the appropriate technical equipment and infrastructure. DESKO always keeps an eye on the market, identifying trends and the corresponding needs of airports and airlines.

Passengers come first

A seamless passenger experience is a major priority for airlines. Passengers do not want to waste time in queues at the touchpoints they have to pass on their way through the airport terminal. Passengers want to take control of their journey and be flexible in the choice of whether to use time-saving self-service options or rely on traditional procedures with the intervention of an agent.

Evidence shows that there is a trend toward self-service as the preferred process for passengers at check-in, bag drop and the boarding gate. According to IATA's *Global Passenger Survey 2017*, 49% of passengers choose automated self-bag drop and 72% choose self-boarding options. To meet the growing demand for self-service processes,

airports and airlines must provide an efficient and flexible infrastructure. DESKO supports airlines and airports with a travel product portfolio providing the required flexibility and convenience for passengers.

DESKO's Cube product line comprises ID and barcode scanners optimized for integration in kiosks, counters and gates, meeting the increasing demand for self-service options.

"Self-service devices need to be easy to integrate, robust and easy to handle," comments Ewald Ploessner, product manager at DESKO. "Due to their specific housing design, Cube document scanners overcome all integration challenges and size restrictions. At the same time they provide accurate read results from ID and barcode documents and ensure user-friendly handling thanks to a large and obstacle-free scanning area."

Cube scanners have been successfully installed in self-service environments, including the world's largest self-service bag-drop zone in the North Terminal at London Gatwick Airport in the UK or the automated border clearance gates at Lyon Airport in France.

Premium services

There is also a trend toward providing premium services. For instance, Emirates Airlines offers customers departing from Dubai a new home

check-in service. Between 48 and 12 hours prior to departure, a check-in agent goes to the passenger's home to pick up their luggage and scans their passport at a mobile counter in the check-in van. The agent logs the flight details, tags the luggage and hands over printed boarding passes. At the airport, the passenger can head straight to security control and the boarding gate.



ABOVE: Water-resistant check-in keyboard NEPTUN chrom

Emirates relies on the proven PENTA Scanner technology from DESKO for this exclusive customer service. The PENTA Scanner is integrated into the mobile check-in counter and supports the agent in identifying the passenger. The agent just needs to place the ID document on the scan window and within seconds the PENTA Scanner captures ID data from the machine-readable zone and identifies the passenger. The PENTA Scanner is user-friendly, compact and solidly constructed, making it perfect for integration into mobile check-in solutions.

Airport equipment

Today airport equipment doesn't just need to impress with functionality and the latest technology. The devices also have to fit seamlessly into modern airport environments. DESKO's check-in keyboard NEPTUN chrom combines both characteristics – it stands out thanks to its state-of-the-art technological features, integrated into a stylish design. The NEPTUN chrom is equipped with proven OCR technology and a magnetic stripe reader, both of which are integrated into a bidirectional swipe slot. It therefore ensures accurate read results from ID cards, passports and magnetic stripe cards. In addition the entire keyboard, including the swipe slot, withstands dust and water according to IP54 regulations.

As well as these technical features, the NEPTUN chrom has an elegant, modern look. Housing, keycaps and the chrome-plated swipe slot stand out in a slim design that fits every desk and counter. With the combination of advanced technology and modern design, the NEPTUN chrom is a functional and stylish solution. Airlines worldwide, including Delta Airlines, American Airlines and Aeroméxico, rely on the NEPTUN chrom keyboard as their check-in standard.

Electronic boarding

IATA's *Global Passenger Survey 2017* shows that mobile boarding is on the rise, with more than 70% of passengers using electronic boarding tickets on their smartphones. DESKO's airline/airport product portfolio includes advanced boarding gate readers such as the BGR 504 pro, a barrier-free flatbed barcode scanner designed for integration into self-boarding gates or counters. The BGR 504 pro reads barcode information from electronic boarding passes presented on the displays of smartphones, smartwatches or tablets. Hence the device meets the trend toward mobile boarding pass use as a new standard. An extra-large scan area, an additional display and two highly visible LEDs for user feedback, make the device a user-friendly tool for both agents and passengers.

Whatever the air travel future holds, with its functional yet stylish solutions, DESKO meets current aviation trends and sets new standards for airport equipment. Discover the product range for a convenient and secure experience at all passenger touchpoints live at DESKO's booth 5015 at Passenger Terminal Expo in London, March 26-28, 2019. ■

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