



HOW TO

# ENHANCE PASSENGER SATISFACTION WITH ADVANCED WAYFINDING TECHNOLOGIES ?

📍 Danemark-CPH – 2026



## 01 THE CHALLENGE

Implement a comprehensive wayfinding solution that seamlessly guides passengers, improves operational efficiency, and fosters a positive airport image.

## 02 THE SOLUTION

Development of a 3D wayfinding system (software and 10 interactive kiosks) located in key airport zones, in airside and landside zones. Enhanced Passenger Experience Improved Operational Efficiency Technological Innovation

## 03 THE RESULT

Reduced passenger stress and frustration Around 200 to 300 hours per month of average time saved by airport staff Increased non-aeronautical revenue from targeted promotions of airport stores and services Date-driven decision-making to optimize operations and improve services in the airport