



## USE CASE

How to enhance passenger satisfaction with advanced wayfinding technologies ?

DANEMARK - CPH

### THE AIRPORT CHALLENGE

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

### 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

### 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

