



# Mobile Passenger Solutions

**Check in at the airport by mobile phone –  
fast, easy, and cost effective**

Long lines at the check-in counter, time-consuming check-in procedures, impatiently waiting passengers, and a goodly portion of annoyance – sound familiar? Business travelers in particular are often under time pressure and are increasingly less willing to accept long waits at the airport.

Passengers want to avoid waits as much as possible and check in when it fits their schedule, wherever they are, but with all the comfort and the additional services a traditional service provides as well.

Siemens IT Solutions and Services has developed an innovative solution for optimization of conventional check-in processes, which can be used by airlines to offer their customers a real added value that also enables them to differentiate themselves from the competition:

**Mobile Passenger Solutions.**

**You can put the check-in processes in the hands of your customers.**

## **Your requirements**

No matter whether you are a global network airline or a Low Cost Carrier, you face the difficult task of improving your business processes and lower costs while simultaneously, having to offer more and better service.

In order to achieve these seemingly conflicting goals, a sometimes radical change is necessary, so all you need is an affordable solution that can be adapted quickly and does not impair your existing infrastructure, and most importantly is easily understood and thus rapidly accepted by customers.

The traditional check-in counter eats up by far the most resources and is thus the largest cost block in your passenger check-in process. This is not only inefficient but also gives customers a bad impression.

And Kiosks aren't much better.

And how quickly dissatisfied consumers become lost customers for a long period of time! A solution that starts here and makes check-in faster and more economical brings a double benefit with a nice added value to airports since passengers simply have more time to enjoy the eateries and shop for little presents for their beloved at home!

### Your benefits

With the new Mobile Passenger Solutions from Siemens IT Solutions and Services you are making an investment in the future.

You profit from the modern, cost-effective check-in – to the benefit of all your customers.

You:

- relieve the burden upon your conventional check-in counter and thus save substantial process costs.
- enable your customers to check in and board faster and “lead” your passengers more effectively through the airport building to the gate.
- increase customer satisfaction and differentiate yourself from the competition.
- take another step toward optimizing customer loyalty.

### The solution

The solution Mobile Passenger Solutions (MPS) is based on our comprehensive industry know-how in the airline and airport sector.

It serves all airlines, regardless of their size or business model as low-cost or full-service airline.

The solution provides support for inter-line check-in as well as bilateral or code share flights. Security is the top priority. For example, we use the bar code technology specified by industry standards for boarding card information.

Mobile Passenger Solutions (MPS) works very simply via standard software that can be run on any conventional mobile telephone after one-time registration. The passengers check in quickly without any problem using their own mobile phone. The application permits access to the Computer Reservation System (CRS) of the airline and to the Departure Control System (DCS). The intuitive user prompts guide the traveler through an interactive process of seat selection that provides access to the best available seat, independent of time and place.

### Our services

Siemens IT Solutions and Services provides you with reliable support from consulting to operation of the solution. We cover all your individual requirements, including consulting, customer-specific design of the solution, implementation, maintenance, and updates.

### Technical basis

The MPS mobile check-in solution can be used by mobile phone either via a Java application (J2ME) or SMS. That means that all mobile phones available on the market can be used for the service. The internal and external interfaces have been implemented on the basis of the XML standard.

### System Platform

The prerequisites for effective mobile computing are powerful, high-availability PRIMERGY® servers from Fujitsu Siemens Computers with Intel® Xeon™ processors as application servers and Intel® Itanium® 2 processors as back-end systems.

To utilize the expanded functions of the solution, such as flight or seat selection, a Java-ready device is required.

The solution is connected to the booking systems of the airlines via the middle-ware Runway.

The server components of MPS are based on the Mobile Application Platform (MAP). That ensures a high degree of reusability of the modules as well as the platform independence of the solution.

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