

# Enabling Brilliant Airports



## Introducing the Predictive Collaboration Platform

### The visibility challenge

Airports are under pressure to deliver memorable and repeatable experiences for increasing guest numbers while navigating highly variable daily operations. Many airports are facing increased capacity challenges and need to increase passenger throughput while maximising revenue to fund expansion. Customers and stakeholders alike are demanding new services, transparency and responsiveness in communications and decision making. With all these pressures, many airports are aggressively innovating to adopt new technologies. The rise of connected automation presents new opportunities, but many of these innovations operate in silos and do not work alongside existing technologies. The result: airport operators need a new paradigm to proactively manage their operations, resources, systems, services and guests. Veovo is at the heart of that transformation.

### The Predictive Collaboration Platform

Over 110 airports reach new heights with Veovo: by unlocking insights across the airport ecosystem, predicting the best path forward, and quickly connecting resources to respond brilliantly – no matter the situation.



#### Plan

Data-driven insights and forecasting allow brilliant plans to take flight.



#### Predict

Intelligent predictions maximise throughput across the airport ecosystem.



#### Perfect

Real-time collaboration perfectly orchestrates all resources and systems.

## Key Benefits

- + **Expert:** One platform provides holistic visibility from planning to day-of-operations - enabling airports to predict and avoid bottlenecks to maximise throughput, improve commercial awareness to drive increased aeronautical and concession revenue, and deliver predictable customer experiences.
- + **Connected:** Connect sensors, systems and people for insights across the ecosystem.
- + **Brilliant:** Empower your team, partners and guests with predictive recommendations.
- + **Collaborative:** Connect and communicate with all resources, people and assets through a collaborative control centre.

## Our solutions

The Veovo Predictive Collaboration Platform is the fusion of three industry leading solutions:

Outstanding operations

AIRPORT **20/20**

Guest Predictability

**BlipTrack**<sup>™</sup>

Revenue Maximisation

**CA+** Concessionaire Analyzer +

“Veovo enables us to implement our growth and development strategies by underpinning our ability to share real-time flight, resourcing and passenger information across the airport.”

Wayne Smith, Director of IT and information security, Birmingham Airport



## Find out more:

The Veovo Predictive Collaboration Platform is connecting brilliant people, systems and sensors across the airport ecosystem - working work together to plan, predict and perfect every interaction.

The result: brilliant guest, operations and commercial decisions. Find out why over 110 airports worldwide reach new heights with Veovo by visiting [veovo.com](http://veovo.com) today.

## Outstanding Operations

- + Planning on any horizon is dynamically adjusted with predictive recommendations that span every interaction.
- + Collaborative decisions and proactive communications better engage all stakeholders.
- + Make rapid resourcing decisions with predictive performance analytics (guest, retail, operations).

## Guest Predictability

- + Predict guest arrivals and probable paths to optimise resources, minimize wait times, and increase spend.
- + Proactively communicate at every stage of the journey (traffic, wait times, offers, flight times and alerts).
- + Rethink airport experiences with predictive analytics and real-time sensing of guest location and behaviour.

## Revenue Maximisation

- + Flexible and accurate aeronautical billing provides the baseline for carrier profitability analytics.
- + Collect, analyze and predict all types of concessionaire revenue data no matter what POS system (or use Veovo's).
- + Align guests with best-fit offerings for maximum revenue and optimal leasing strategies.

