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Fact Sheet

Qmetrix Security

What is it all about?	<i>“That’s not possible! I should have chosen the other security zone!”, Mike said to himself when he saw the queue in front of the airport security . “How long will it take to get through it? I need a present for my wife from the tax free stores. – Why can’t they display the waiting time?”</i>
The Solution	<p>Security is the queue management tool by Qmetrix for airport security.</p> <p>The Wireless Queue Sensors measure the arrival rate of passenger in the queue. In combination with sensors next to the check point, the real-time waiting-time is calculated. This information can be easily be displayed within any airport information system.</p> <p>Additionally, signals like information screens or colored lights guide passengers to the next available position.</p>
Forecasting	<p>All measured Qmetrix data is stored in a database. The historic data combined with manual flagging of statistical outliers , calendars and events is used for forecasting the passenger arrival according to seasonal and weekday changes for every five minute interval.</p> <p>The result usually has a significant relevance of more than 90%.</p>
Benefits	<ul style="list-style-type: none">• Service improvement• Reduction of transit times – the time from the end of a passenger process to the beginning of the next one.• Processing relevant key performance indicators (KPI)• Increase of productivity• Convenient passenger handling for employees (no jumping and yelling)
Other Qmetrix Fields	<ul style="list-style-type: none">• Baggage Drop and Check-In• Transfer Desks• Immigration & Customs• ...