

intelligent analytics



Dubai Airport:

People Counting technology helps eliminate congestion



Dubai Airport

Industry Sector: Transportation - Airport
Geography: Dubai
Service Solution: People Counting
Sensors
Project Size: 200 Sensors
Strategic Partner: Lockheed Martin

The passenger experience is a critical facet of the overall airport operation.

Organisation

Dubai International Airport is an important airline hub in the Middle East, handling a record 57.7 million in passenger traffic in 2012, making it the tenth busiest airport in the world by passenger traffic and third busiest airport by international passenger traffic, in 2012.

Business issue

The passenger experience is a critical facet of the overall airport operation and in an increasingly competitive market, airports are looking to ensure passengers are processed efficiently and in possession of key information at critical stages of their journey.

The Dubai Airport initiative was part of an end-to-end service delivery measurement programme and the largest of its kind ever undertaken by an airport operator. The project, headed by the leading business technology provider Amor Group (acquired by Lockheed Martin in September 2013), was to deliver intelligent, real-time information to drive better service delivery for passengers.

Solution

Phase 1 was implemented in 2012 and aimed at delivering real time monitoring and decision support in priority areas including check-in, security, immigration and flight transfer.

Data is gathered from up to 1,000 discreet sensors of various types monitoring every aspect of the airport's ambience, from temperature to odours. Within this number is nearly 200 Irisys thermal detection counters that feed data via an Irisys communication and database application to Amor's ChromaACDB. The ACDB displays vital information via operational dashboards accessible on any internet-enabled device, allowing decision makers to immediately address any concerns such as congestion, regardless of their location.

Further sensor deployments are planned which could double the number of Irisys counters used at Dubai International Airport, making it one of the most highly populated Irisys installations.



Business benefits

Martin Bowman, Sector Director – Transport for Amor Group, said: “This is a ground-breaking project aimed at improving the airport experience for passengers and supporting Dubai International’s growing reputation as a leading international hub. Dubai Airports’ remit for an end-to-end overview of passengers’ journeys through the entire airport, makes this the largest service level measurement system ever to be undertaken.”

Adding, “We are rolling out best-in-breed technologies, such as the Irisys thermal detection counters, to track, measure and monitor passenger service levels anonymously. The results will be fundamental in putting the passenger process at the heart of the airport’s operations. It is a key step in Dubai Airports’ goal of making Dubai International the world’s busiest and best international airport.”

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