

Aviation

Beacon Solution

Enhancing the Traveler Experience



Optimizing Resources to Improve Passenger Services

Spurred by increasing competition, airports and airlines are being challenged to take passenger experience to the next level. The most innovative are honing in on beacon technology to help.

Revolutionary Technology

Beacons are small short-range broadcast devices that use Bluetooth Low Energy (BLE) wireless technology. They transmit a unique identification signal so when a mobile phone or other device moves within range it can passively track or trigger an action through a mobile app.

With so many air travelers today having smart devices, beacons are an ideal way for airports to connect with them — pushing information that helps them have a less stressful and more relaxing journey and capturing metrics about habits and behavior that help airports provide a more interactive and personalized travel experience.

Beacons also give airport and airline service providers visibility into operations and performance to help them deliver better and faster passenger service and reduce service costs.

From terminal cleaning to wheelchair assistance to cabin appearance, all types of support services can be improved with beacon technology.

ABM's End-to-End Beacon Solution

To fully leverage cutting-edge beacon technology for service improvements, you need a common platform designed specifically for the task — and ABM Aviation has designed one!

ABM's end-to-end solution delivers a single, scalable, and flexible cloud-based foundation to help your airport take advantage of beacon technology. Key features include:

- Positive Resource Tracking
- Real-time Data Capture & Performance Metrics
- Geofencing
- Real-time Dispatch
- Demand vs. Resource Optimization
- Historical Agent Trail
- Dispatching on Exception



Optimized Resource Utilization

With ABM's beacon solution, service tasks are assigned to employees based on proximity to the activity. Risk is reduced through a view of future demand versus scheduled resources. This means you can utilize available resources more efficiently and requests can be handled faster. Workforce cross-utilization is improved, further enhancing efficiency and productivity.

Real-time metrics allow you to compare performance to peers and against operational goals. And, schedulers are now able to focus on service exceptions, maximizing performance while reducing costs.

Access to such metrics and trends helps you better plan, schedule, and dispatch corresponding resources. This ensures that despite high volumes, gates, terminals, and restrooms always remain clean, and that there are the right number of employees available to respond quickly and efficiently to wheelchair and other passenger service requests.

ABOUT ABM

ABM (NYSE: ABM) is a leading provider of facility services in the United States and various international locations. ABM's comprehensive capabilities include janitorial, electrical & lighting, energy solutions, facilities engineering, HVAC & mechanical, landscape & turf, mission critical solutions and parking, provided through stand-alone or integrated solutions. ABM provides custom facility solutions in urban, suburban and rural areas to properties of all sizes - from schools and commercial buildings to hospitals, data centers, manufacturing plants and airports. ABM Industries Incorporated, which operates through its subsidiaries, was founded in 1909. For more information, visit ABM.com.

Value Added Benefits

ABM's beacon solution helps positively impact the overall traveler experience through:

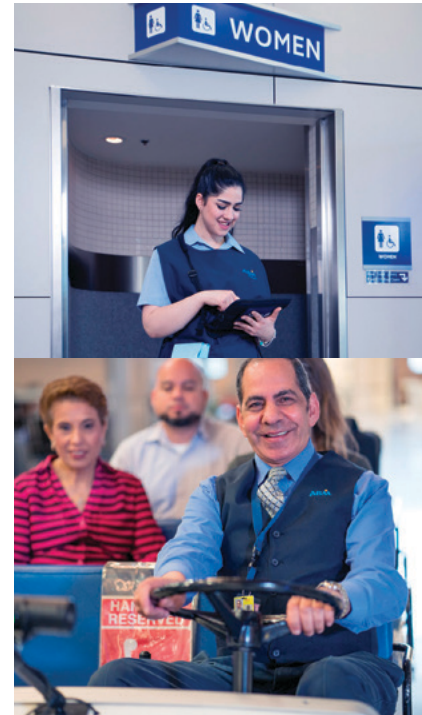
- Reduced passenger wait times & service delays
- Reduced passenger complaints
- Increased service quality, consistency & speed

Operationally, it helps airports and airlines:

- Reduce service costs
- Increase workforce productivity & efficiency
- Optimize resource tracking, allocation & cross-utilization
- Increase non-aeronautical revenues

Expertise You Can Trust

For more than 20 years, ABM Aviation has been supporting airports and airlines with innovative technology services and solutions that improve the passenger experience — from car seat to plane seat. Find out why more than 100 airlines and airports — including eight hub airports and two of the top 10 busiest airports in the world — rely on ABM! Talk to one of our aviation experts today for an obligation-free consultation.



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