



# AIRPORTS & AIRLINES ACTIVITY

PRESS PACK



“BECAUSE A MEMORABLE JOURNEY BEGINS WITH A GREAT AIRPORT EXPERIENCE”



# COMPANY PROFILE

IER, a French subsidiary of Bolloré Group operating worldwide, is an industrial designer of solutions that improve the flow of goods and people. IER relies on proven know-how and technological expertise to develop new business processes and deploy innovative concepts focusing on five environments: warehouses, vehicles, sales outlets, public places and the roadway.



In the Air Transportation Industry, IER provides airports operators and airlines with the most relevant solutions -from check-in to boarding- based on exclusive hardware, software, and services that help them reduce costs and increase revenues while enhancing passenger experience.

IER also promotes co-innovation and co-development with its customers to yield coherent and valuable innovations for constantly improving passenger-processing products, solutions, and services.

In Other Sectors, IER relies on proven know-how and technological expertise to develop new business processes and deploy innovative concepts focused on five environments: Warehouses, Vehicles, Sales Outlets, Public Spaces, and Roadways.

- IER operates throughout the logistics chain, from order preparation (e.g., voice activation, put to light, and RFID) to transportation (e.g., geolocation, eco-friendly driving, and proof of delivery).
- In the retail market, IER offers an RFID-based real-time inventory management application, to track stocks and supplies, and RFID self-service payment kiosks, which enable stores to reduce customer wait times by speeding up checkout throughput.
- IER is also the leader in terminal equipment and self-service kiosks in public spaces -such as airports, train stations, ports, and government buildings- providing applications to dispense stamps, plane or train tickets, or other items, or provide information.
- For roadways, IER has developed onboard computer management systems for car sharing and manufactures charging stations for electromobility, widely deployed through programs in Paris (Autolib'), Lyon (Bluely), Bordeaux (Bluecub), London (Transport for London), Indianapolis and Singapour.

# GROUP OVERVIEW

A French industrial group with an international outlook



## SECURITY & ACCESS CONTROL

Over 200,000 items of equipment deployed worldwide



## AIR TRANSPORT

Over 200,000 terminals deployed  
Over 4,500 kiosks supervised 24/7  
Over 500 airlines and airports references



## TRANSPORT & LOGISTICS

Over 4,000 warehouses equipped  
Over 50,000 drivers equipped



## POINTS OF SALE

Over 900 RFID devices deployed



## PUBLIC SECTOR

Over 10,000 self-service kiosks deployed



## ELECTRIC MOBILITY

Electric car sharing scheme in Paris, Lyon, Bordeaux, Indianapolis, London, Turin, Singapore, Los Angeles  
Electric vehicles & stationary applications



1962

Creation of IER

154

€M revenue

732

employees

2015 figures



## KEY FACTS & FIGURES

**1962**

Creation of IER, a company producing and marketing peripheral equipment for the scientific instrumentation market

**1973**

The first ticket printer was mass-produced

**1977**

IER positioned itself in the air transport market when it launched the first air ticket printers.

Its first customers were Air France and Swissair

**1982**

Assembly shop created in Besançon

**1987**

IER presented its first full range of tickets printers and became worldwide leader of ticketing for transportation networks.

Launch of ATB-IER, Automated Ticketing & Boarding printers range

**1997**

IER joined the Bolloré Group

**2002**

Acquisition of Automatic Systems, a Belgian company specialized in designing and marketing secure access control equipment

**2003**

IER chosen by the SNCF to renew its automatic ticket machines for main lines

**2006**

San Francisco airport selected IER 918 self-service kiosk

**2007**

Deployment of e-Gates and counter check-in solutions for Eurostar train stations

**2008**

Launch of IER 560, compact 4-feed check-in printer. More than 100 self-service check-in kiosks deployed for Air New Zealand. 4,000th postal self-service franking kiosk installed

**2010**

IER selected for deployment of new generation self-service franking for La Poste

**2011**

IER provides for Autolib', the first 100% electric car sharing service with RFID solutions

**2012**

Deployment of reversible Self Bag Drop in Nice

More than 6,000 IER 400 & IER 560 deployed in USA for United Airlines

**2013**

Launch of IER 919 self-service check-in kiosk

Deployment of full self Bag Drop Solution for United Airlines

**2016**

Launch of i420, new compact desk check-in printer. Launch of electric car sharing programs in Italy, Singapore & Los Angeles

**2017**

Reveal of i920, IER new generation of self-service check-in & tagging kiosk at Passenger Terminal Expo in Amsterdam. Launch of Fly to Gate solution with Gemalto.

IER AIRPORTS & AIRLINES

# BRAND PORTFOLIO

# THE TRAVELER JOURNEY

A growing air traffic and a fast increasing number of travelers are generating strong industry demand for self-service and automation at every step of the passenger journey. An increasing number of airports are investing in modern solutions to define the next generation solution at airport security checkpoints that combine strengthened security with greater operational efficiency and enhanced passenger experience.

For Airport & Airlines operators willing to take the self-service experience to the next level, IER provides the most relevant offer -from check-in to boarding - while ensuring optimal operational and security conditions:

**Passenger check-in and tagging solutions • Passport or boarding pass readers • Self-service check-in kiosks and mobile check-in • Self-Bag Drop • Access Control, Border Control and Boarding**



# IER 602

## FLATBED MULTI-FORMAT BARCODE READER

BARCODE & NFC/RFID READER  
STANDALONE BOARDING PASS AUTHENTICATION



With more than 4,300 readers deployed worldwide, the IER 602 is a full 2D barcode & NFC combo reader, designed to enhance the passenger self-service experience. By incorporating flatbed multi-format barcode reading with RFID and NFC reading technology into a scanner with a bright active LCD display, IER delivers the ideal product for reading mobile devices and enabling passenger self-scanning.

- **Advanced detection technology for faster multi-format reading capabilities (mobile, e-ticket, ATB)**
- **The ideal solution to read mobile**
- **RFID-HF contactless card reading feature**
- **Large barcode scanning window & very fast reading performance**
- **RFID HF contactless card reading capability**
- **Configuration and diagnostics via web browser**
- **AEA 2012 application**

# i420

## COMPACT CHECK-IN COUNTER PRINTER

BAG TAG & BOARDING PASS PRINTER  
MAXIMUM OPERATIONAL EFFECTIVENESS  
CENTRALLY MANAGED SOFTWARE DISTRIBUTION



This new Boarding Pass and Bag Tag printer, specifically designed for integrators, is complementing IER range of printers already benefiting from worldwide references. It provides our customers with the option to choose the solution that fits best their requirements.

- **Single feed printer for ATB ticket stocks and bag tags**
- **Specifically designed for airlines' host systems & shared use platforms**
- **Multi-functional, direct thermal printer facilitating check-in process**
- **Cost-effective solution including a 2-year standard product guarantee**
- **USB device connectivity**
- **Full remote software management and upgrade of AEA software across installed base**
- **High quality printing from 80 g to 190 g paper. Printing speed up to 6"/s**
- **Detection by fixed length, hole or silicone**
- **AEA 2012 CUPPS**
- **Options: paper roll support and output ATB stacker**



# IER 400

## RFID CHECK-IN COUNTER PRINTER

**SINGLE FEED INDUSTRIAL BOARDING PASS & BAG TAG PRINTER  
FULLY INTEGRATED RFID-ENABLED**



The IER 400 is the most sold printer with over 40,000 deployed worldwide and reveals very popular across handling companies & airlines using it as dedicated proprietary equipment. It is renowned for its robustness, reliability and efficient after-sale service. Designed as a multi-functional, direct thermal printer, for check-in as well as Air Traffic Control operations which can store multiple applications (e.g bag tag and boarding pass). The IER 400 also offers an optional RFID (GEN2) encoding module, for encoding bag tags with RFID inlay.

- **Allows printing of boarding pass and bag tag with 1 single software**
- **Flexible single feed printer for boarding pass and baggage tag**
- **Change paper supply in seconds**
- **Automatic printing mode set up**
- **IP, USB host and device, and serial interface standard**
- **Remote configuration, diagnostics and monitoring via web browser**
- **CUPPS and CUSS compliant with all existing platforms**
- **RFID baggage tag encoding & reading (option)**

Within the same range, IER 401 especially designed to be configured for both airlines' host systems and shared-used platforms with centrally managed software distribution.

# IER 560

## ULTRA-RELIABLE COMPACT 4-FEED CHECK-IN PRINTER

ULTRA DURABILITY  
HIGH PERFORMANCE



The IER 560 is a combo 4-stock printer benefiting from unmatched reliability, ergonomics and performance.

It is the market reference for robustness and reliability with more than 8,200 deployed around the world. It can process multi documents and multi formats in a very demanding environment and is particularly adapted for airports where the multiplicity of formats requested by airlines is a key criteria.

### Achieve the lowest Total Cost of Ownership, with proven savings:

- Print bag tags, boarding passes and thin receipt simultaneously on the same machine
- Replace two printers or more with just one, saving counter space
- Rely on the IER 560 proven reliability
- On-demand RFID capability by only printing and encoding RFID tags when relevant

# ALISS

## A POWERFUL AND USER-FRIENDLY CUSS CHECK-IN APPLICATION

EXTENDING THE SELF-SERVICE EXPERIENCE  
TURNKEY CUSS KIOSK APPLICATION



ALISS, the IER CUSS kiosk application, offers airlines or airports a cost-effective and turnkey solution to allow their passengers check-in for one or multiple flights and obtain a boarding pass for same day departure, in just a couple of screens.

- **A turnkey check-in solution for airports and airlines**
- **Helps speed-up the check-in process at the kiosk**
- **Self-tagging application to avoid counter queues**
- **Easy to implement, administer and customize with the airline's graphic style and business rules**
- **Concierge mode allowing agents to perform special transactions onto the kiosk**
- **Compatible with most of DCS**
- **CUSS standard and US DOT compliant**

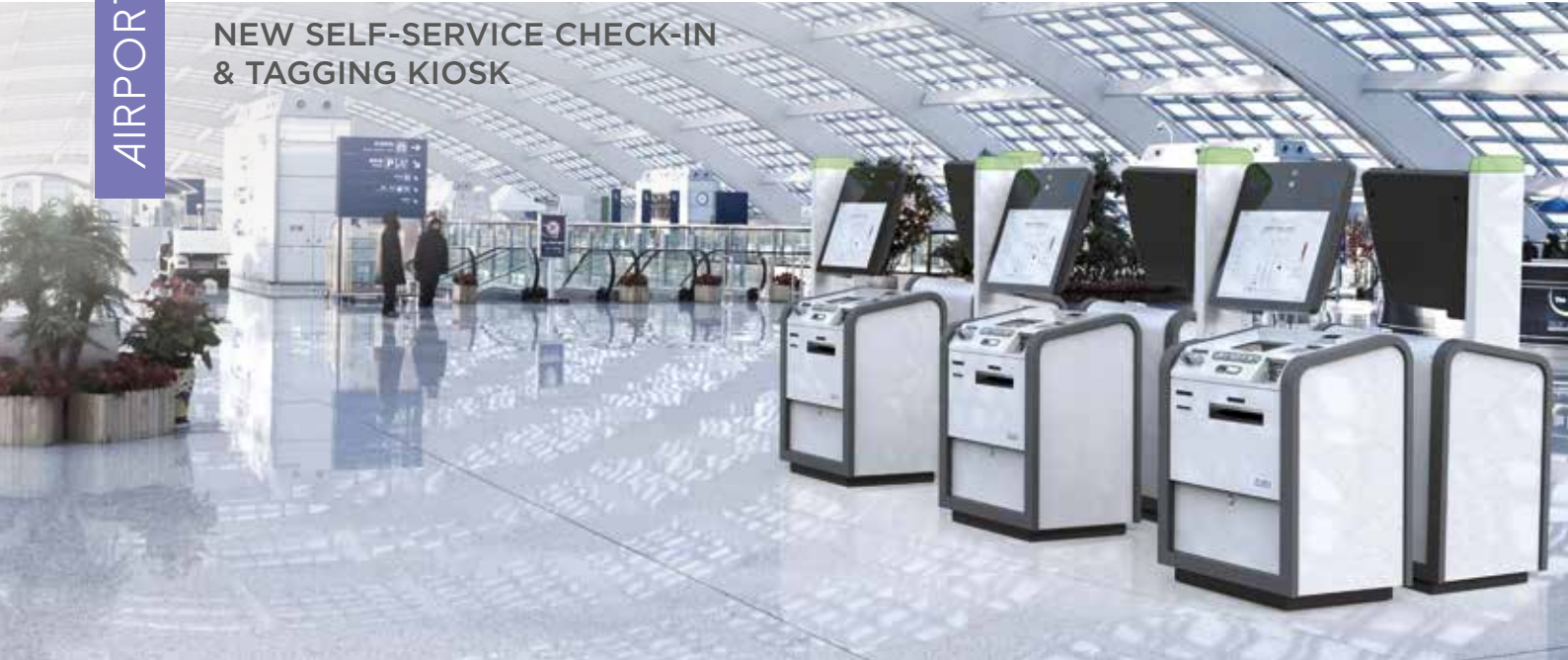
*Latest references: LATAM Airlines, Azul Brazilian Airlines, Singapore Changi, Cathay Pacific, Air New Zealand, Virgin Australia.*

# i920

## COMBINING EFFICIENCY & VALUE

NEW  
PRODUCT

### NEW SELF-SERVICE CHECK-IN & TAGGING KIOSK



At Passenger Terminal Expo 2017 in Amsterdam, IER is presenting i920, its latest self-check-in kiosk, bringing a fresher approach to core functionalities passengers can expect from a self-service kiosk and allowing them to proceed directly to the bag drop positions.

- **Open and user-friendly tablet style touchscreen**
- **Multi- support boarding pass (NFC, paper, smart watch, mobile)**
- **Intuitive interfaces guiding passenger through the process**
- **Status LED for onsite agents assistance**
- **CUSS compliant**
- **Remotely monitored via IER Monitoring System**
- **ADA, PMR & US DoT compliant**
- **Facial recognition ready**
- **Optional EMV and NFC payment**
- **Upgradable for future evolution**

# IER 919

## ENHANCED CUSTOMER INTERFACE, MAXIMUM CAPABILITIES

UNINTERRUPTIBLE SELF-TAGGING  
VERSATILE & EVOLUTIONARY PLATFORM  
ANCILLARY REVENUES



IER 919 optimized equipment options and capabilities provide passengers with a full range of services, from check-in to tagging, and sales ancillary services to name a few.

- Intuitive touchscreen for enhanced passenger interaction
- Multi-support boarding pass (NFC, paper, mobile...)
- Non-stop printing with up to 2 bag tag printers
- Full page passport and barcode reader
- Chip & pin EMV payment, NFC payment
- Optional Eye-catcher to stand out in the airport environment
- Multiple configuration options and upgradable for future evolution
- Common Use compatible (CUSS 1.4)
- Fully ADA compliant
- Remote monitoring
- Biometrics (camera + fingerprint)

# IER 919

## AUTOMATED PASSPORT CONTROL & MOBILE PASSPORT CONTROL

AUTOMATIC CUSTOMS PROCESSING  
MOBILE PASSPORT CONTROL  
ADA ACCESSIBILITY



The IER 919 kiosk is also supporting Automated Passport Control applications with fingerprint scanner, camera, passport reader and receipt, plus an APC solution developed in partnership with Airside Mobile. An additional hybrid application for mobiles is also available.

- A secure front-end to customs back-end systems
- Minimizing the agent's workload and expedite passengers through Customs
- Processes passport and flight data, manages declarations, captures passenger photos, scans fingerprints and provides a printed receipt for Customs processing
- APC/MPC hybrid solution for enhanced passenger experience
- Compliant with ADA accessibility requirements

# IER 710 Slimgate

## AUTOMATED GATE FOR ACCES CONTROL & BOARDING

**FAST & RELIABLE PASSENGER PROCESSING  
DETECTION & SECURITY  
RELIABILITY & PERFORMANCE SAFETY**



For fast, automated and reliable passenger processing at the airport, the IER 710 SlimGate can be optimized for a variety of airport configurations and used in multiple steps of the passenger journey, ranging from security checks, boarding, immigration and transfers, all within the highest levels of security.

- **Highest throughput**
- **The most reliable detection system applied to airports**
- **Innovative combination of high density matrix of infra-red beams, particularly suitable for passenger motion detection**
- **A modular product, adapting to the most restricted installation spaces,**
- **Double swing doors**
- **A total of 64 IR beams electronically controlling each passage and preventing unauthorized users in secured zone**

# Automated Border Control e-Gate

TRANSFORM YOUR IMMIGRATION PROCESS  
SECURITY, CONVENIENCE & EFFICIENCY



The Automated Border Control Gate is an automated immigration control product – developed in partnership with Gemalto and Automatic Systems both leaders in biometrics and access control markets – combining the latest technologies of electronic gate hardware and border control software.

- **Combining security and speed, cost-efficiency and convenience for border authorities and airports**
- **User-friendly experience for travelers**
- **Opening the door to secure and seamless passenger processing**
- **Single person detection system**
- **Multi-camera wall, fast and robust**
- **A centrally-administered tool that puts border personnel in control**





# Fly to Gate

## AN END-TO-END FAST & SECURE SELF-SERVICE SOLUTION

PASSENGER SPEED & CONVENIENCE  
INTEGRATED BORDER MANAGEMENT SOLUTION  
SECURE PASSENGER PROCESSING & TRAVELER AUTHENTICATION



Gemalto and IER have designed the ultimate self-service airport experience for travellers with *Fly to Gate*, a seamless, end-to-end self-service airport experience for travellers. This innovative solution opens a swift and secure biometric pathway through the airport, eliminating the delays and bottlenecks often experienced at check-in, bag drop and border control process.

- A user-friendly and accelerated passenger journey through the airport, from check-in, to Bag drop, security screening and boarding
- Waiting times are reduced, leaving more time to passengers to benefit from the airports shopping and leisure facilities
- Using Biometry as a single identifier enabling passenger to fly through the airport right to the boarding gate
- Integrated solution to maximize benefits in airport operations & border management
- Secure integration to existing airport/airline/immigration systems
- Best in class and robust hardware components for process automation coupled with solution maintenance
- State of the art software solutions with fast and reliable verification of travel documents as passports & visas
- Industry leading biometric capture, biometric matching and document verification software components

# A COMPLETE RANGE OF SERVICES

Our global Maintenance and Support Services' mission is to ensure that our products and solutions always meet your expectations. Our engineers, project managers and technicians offer worldwide support to answer customers' queries and solve their problems.



-  **Auditing & Consulting services**
-  **Deployment**
-  **Level 1 support & Proactive supervision**
-  **Level 2 support & Administration**
-  **Service monitoring management & Continual improvement procedure**
-  **Onsite maintenance**
-  **Repair workshop & spare parts**

## **MAINTENANCE SERVICES**

Our Maintenance and Support Services provide a wide range of services, including worldwide workshop repair, on-site maintenance, localized support and the delivery of spare parts and consumables

## **PROFESSIONAL SERVICES**

Our Professional Services include a large range of services designed to help you design your solution from end-to-end and deploy it successfully

## **PROJECT MANAGEMENT**

Based on long experience of project management, IER supports its customers on all stages of a project

## **SUPPORT & MONITORING**

The IER Support & Monitoring Center provides our customers with a single point of contact on a 24/7/365 basis for any support and maintenance request

# IER, YOUR TRUSTED WORLDWIDE PARTNER



## HISTORIC LEGITIMACY & EXPERTISE ON AIRLINE MARKET

- Dedicated production units with renowned quality and responsiveness
- Technical and technological proficiency: Innovation & Design division, Development division, Validation division
- Expertise in leading-edge technologies like biometrics, RFID or NFC
- Offering tailored services from Project Management leadership and steering with assistance & maintenance services

**+500**

airport & airlines  
references

**+4,000**

kiosks monitored 24/7

**+200,000**

terminals deployed  
worldwide

## COMMITTED TO CUSTOMER SATISFACTION

- Contribute actively in making traffic in the airport more fluid
- Optimize passenger processing time from check-in to boarding
- Providing the most relevant solutions from check-in to boarding based on exclusive hardware, software and services
- Active member of IATA Common Use group and adhering to the latest AEA standards

# CONTACT US

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