

## **No More Wait Time Surprises at Oslo and Stavanger Airport, thanks to BlipTrack technology.**

Oslo and Stavanger Airports have joined Scandinavian airports Copenhagen, Helsinki, Keflavik, Billund and Aalborg in implementing BlipTrack queue management technology from BLIP Systems. The open platform, delivered in partnership with Leidos, provides insights on passenger queue and dwell times, enabling airports to optimise operation, improve resource planning and ease passengers' minds with accurate wait times on displays.

Passenger numbers exceeded the 25 million milestone for the first time in Oslo Airport's history in 2016. As one of Europe's leading airports, Oslo retains ambitious service quality indicators to ensure they remain among the continent's most efficient airports, particularly in the face of increased passenger numbers and terminal capacity constraints.

To ensure the passenger experience remains positive as volumes increase, Avinor has extended the relationship with BLIP Systems' partner, Leidos, to implement BlipTrack in Oslo Airport's new terminal extension. The platform has already been introduced to other airports within the Avinor group, with implementation at Stavanger Airport now underway.

*"Avinor has been working closely with BLIP Systems and Leidos since 2009. We value the long-term cooperation and their professional approach in providing us with technology and data to ensure efficient operations and passenger satisfaction. The implementation of BlipTrack in Oslo's new terminal building and at Stavanger Airport will help to ensure that passengers experience a quick and easy passage through the first stages of the journey, while significantly increasing the opportunity for a positive experience throughout these airports,"* says Lars Erik Flatner, Head of ICT Portfolio at Avinor.

Operationally, the airports uses, among other things, the technology to monitor line density in real time, which allows management to respond promptly and effectively to irregular operations and disruptions, for example by opening additional lines. It enables airports to comply with service-level agreements, and to evaluate and challenge key performance indicators with great accuracy.

In addition, live wait time is shared with passengers on screens and through a mobile app. The continuously updated information helps passengers to plan accordingly, and reduces the stress levels associated with queuing by creating realistic expectations.

*"With the expansion at Oslo and the new installation at Stavanger Airport, BlipTrack has proven to be an effective platform to provide visibility on resource effectiveness for greater processing efficiency and improved passenger experience. We look forward to continuing to be part of Avinor's ongoing plan in having Europe's most progressive and service-minded airports,"* says Preben Andersen, Sales Manager at BLIP Systems.

### **About Avinor:**

Avinor is responsible for the 45 state-owned airports and air navigation services for both civilian and military aviation in Norway. This network links Norway together, and links Norway to the

world. Avinor is a driving force in environmental sustainability and reducing the combined greenhouse gas emissions from Norwegian aviation. The company plays a leading role in the development and delivery of biofuel for aircraft. Every year Avinor contributes to safe and efficient travel for around 50 million airline passengers, around half of whom travel to and from Oslo airport. More than 3 000 employees are responsible for planning, developing and operating airports and air navigation services. Avinor is funded by aviation fees and commercial sales at the airports.

**About BLIP Systems/BlipTrack:**

BLIP Systems, founded in 2003, is a business intelligence company with headquarters near Aalborg, Denmark. Their vision and unparalleled expertise is derived from 22 talented employees who strive to provide the highest quality service and solutions. The in-house-designed BlipTrack sensor agnostic analysis platform was launched in 2007. The solution started out as a queue measurement solution to help airports comply with service-level agreements and evaluate key performance indicators. In 2010, the Queue Prediction module was developed to provide airports and their passengers with accurate wait time information. The BlipTrack Flow module was presented in 2012 to provide accurate information on the use of facilities, services and retail. In the last couple of years, several advanced capacity-forecasting modules have seen the light of day, to help managers efficiently match staffing resources with demand.

The solution is successfully employed in optimisation efforts in more than 25 international airports, including Schiphol in Amsterdam, JFK in New York, and airports in Manchester, Cincinnati, Auckland, Dublin, Brussels, Geneva, San Diego, and Edinburgh.