

# Smart Guidance

Automate | Control | Optimize



SMART GUIDANCE TECHNOLOGY

# Integrated tech: The future of passenger flow.



## Passenger Monitoring Sensor System

Specialized software utilizes real time data captured from a network of people monitoring sensors. This information is used to dynamically optimize queue flow, automate passenger queuing routes and eliminate staff intervention.



## Call Forward Electronic Queuing

The integrated electronic queuing system calls the next person in line to an available service point. The system is also used to fill the pre-service queue, helping to minimize service lag.



## Digital Signage

Flashing service position lights and digital displays at the head of each queue integrate with the Call Forward system, directing waiting passengers to open service positions.



## Smart Gates

Integrated Smart Gates control passenger flow within the main queuing area by expanding and contracting various queues to match real-time demand, to direct passengers to specific service points for load balancing, and to provide access control.



Active Smart Guidance  
Installation at Copenhagen  
International Airport

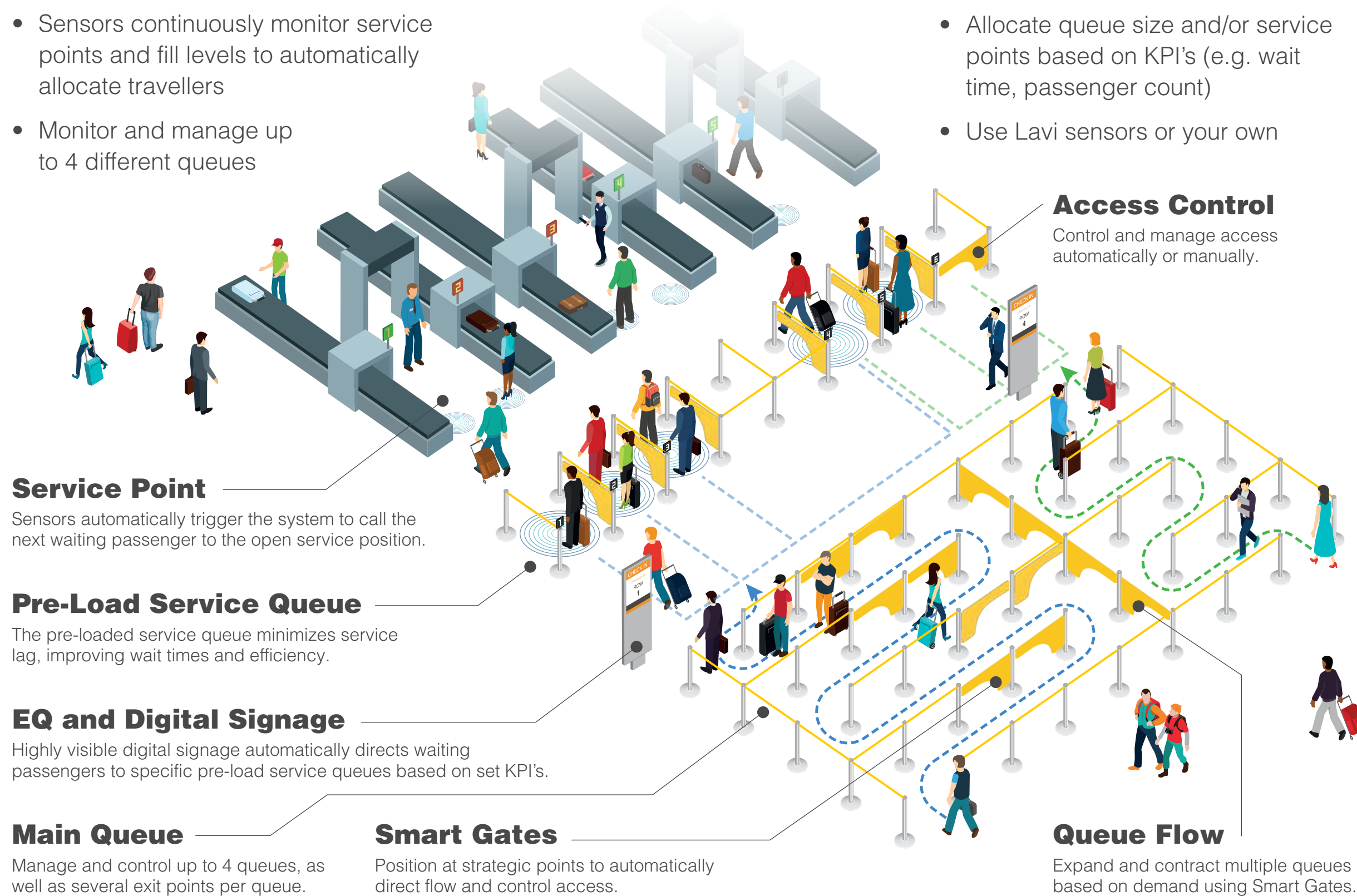


Active Smart Guidance  
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# Smart queues improve the traveller experience.

- Sensors continuously monitor service points and fill levels to automatically allocate travellers
- Monitor and manage up to 4 different queues

- Allocate queue size and/or service points based on KPI's (e.g. wait time, passenger count)
- Use Lavi sensors or your own



## Service Point

Sensors automatically trigger the system to call the next waiting passenger to the open service position.

## Pre-Load Service Queue

The pre-loaded service queue minimizes service lag, improving wait times and efficiency.

## EQ and Digital Signage

Highly visible digital signage automatically directs waiting passengers to specific pre-load service queues based on set KPI's.

## Main Queue

Manage and control up to 4 queues, as well as several exit points per queue.

## Smart Gates

Position at strategic points to automatically direct flow and control access.

## Access Control

Control and manage access automatically or manually.

## Queue Flow

Expand and contract multiple queues based on demand using Smart Gates.



## Digital Signage

From Digital Towers to stanchion-mounted tablets, digital signage keeps passengers flowing in an efficient, friendly manner. Use our systems or integrate your own.



## Service Point Lights

Integrated LED lights flash to indicate available service points, and change colors to indicate status, such as Calling, Available, Occupied, or Closed.



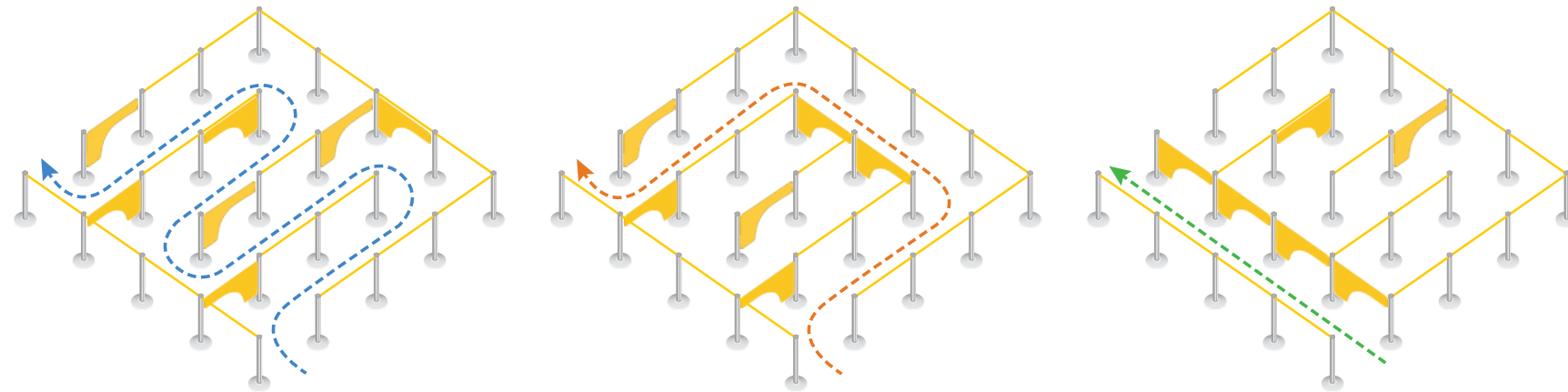
## Data & Analytics

Real-time dashboards provide at-a-glance information, access to historical data and reports, and manual overrides for the system.

# Control, optimize, and automate passenger flow.

## Smart Gates

Improve queue efficiency and service quality with an automated *Smart Gate*, a rotating partition that automatically changes position to optimize queue flow and layout.



**High Traffic**

**Medium Traffic**

**Low Traffic**

The Smart Gates are positioned within the queue at strategic decision points to open or close the desired pathways, providing optimized flows to reduce walking time, balance service arrival rates, and control access.

- Sensors continuously monitor passenger flow and trigger Smart Gates to select optimal pathways
- Load balancing for multiple service points
  - Standardized layouts for use with people tracking technologies
  - Increase passenger throughput
  - Innovative access control





## Smart Guidance Installations:

### Frankfurt Airport NXT

Installed: 2016  
Solution: Automated call forward system for all security checks in Frankfurt

### Copenhagen Airport

Installed: 2018/2019  
Solution: Automated call forward system for central security checks plus Smart Gates for shortcuts and load balancing security checks.

### Isavia Iceland Airport

Installed: 2022  
Solution: Automated call forward system for central immigration plus Smart Gates for shortcuts.

### Düsseldorf Airport

Installed: 2022  
Solution: Automated call forward system for central immigration (EES) plus Smart Gates for shortcuts. Occupancy sensors on ramp per fire department restrictions.

### Bremen Airport

Installed: 2022  
Solution: Manual call forward system for security lanes plus Smart Gates for shortcuts.

### Munich Airport

Installed: 2022  
Solution: Automated call forward system for central immigration (EES) plus Smart Gates for shortcuts.

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