

Smart Guidance

Automate | Control | Optimize



SMART GUIDANCE TECHNOLOGY

Integrated Tech: Intelligent, automated passenger journeys.

Smart Guidance's proven technology transforms airport data into automated actions that reduce wait times, balance service loads, and maximize efficiency—all while minimizing the need for staff intervention.



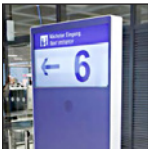
Real-Time Data

Smart Guidance integrates with existing airport sensors and enterprise systems, using the data to adapt passenger flow in real time. By optimizing physical spaces and streamlining operations, it increases passenger throughput and delivers real, measurable results.



Call-Forward Electronic Queuing

Dynamic queue management eliminates service bottlenecks with flashing position lights and digital displays that direct passengers to open service points and pre-fill lanes—minimizing delays and optimizing service delivery.



Digital Signage

Wayfinding displays guide passengers along routes to the fastest service areas, zones, or lanes, creating a stress-free and efficient travel experience, while balancing service loads.



Smart Gates

Automated barrier gates within queues adapt in real time to passenger demand and service availability, optimizing the paths within queuing areas to shorten journey times and ensure a smooth, enjoyable experience.



Active Smart Guidance
Installation at Copenhagen
International Airport



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Installation at Copenhagen
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Smart queues improve the traveler experience.

- Sensors continuously monitor service points and fill levels to automatically allocate travelers
- 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

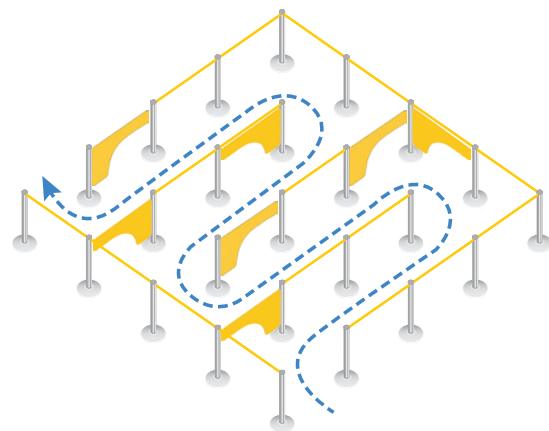
Real-time dashboards provide at-a-glance information, access to historical data and reports, and manual overrides for the system.

SMART GUIDANCE TECHNOLOGY

Control, optimize, and automate passenger flow.

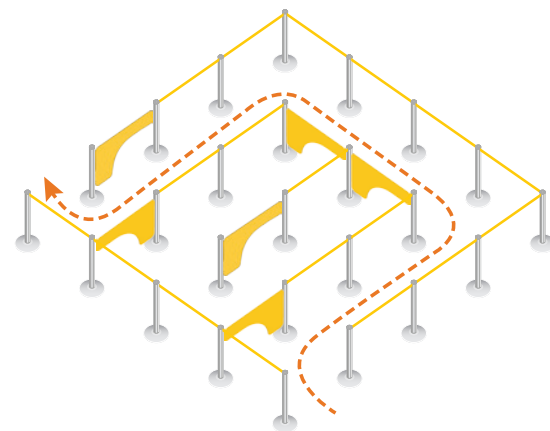
Smart Gates

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

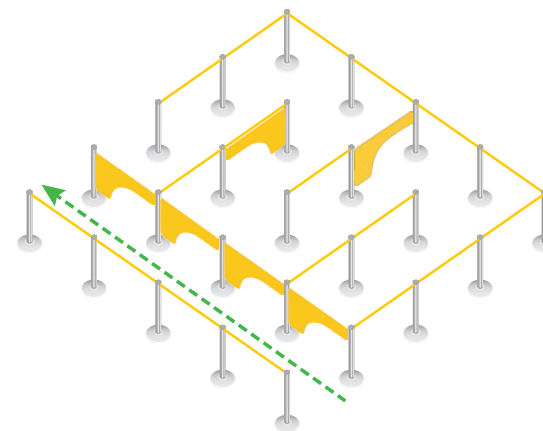


High Traffic

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.



Medium Traffic



Low Traffic

- 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

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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.



Download the Case Study

Discover how Düsseldorf Airport reduced wait times and improved service efficiency—all without requiring additional staff or infrastructure.

[DOWNLOAD NOW](#)



www.lavi.com | sales@lavi.com

800.624.6225 | 877.ASK.LAVI

5885 E. Houston Street, San Antonio, TX 78220

27810 Avenue Hopkins, Valencia, CA 91355

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