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Case Study | m2e in Airlines

SELF SERVICE CHECK-IN KIOSK



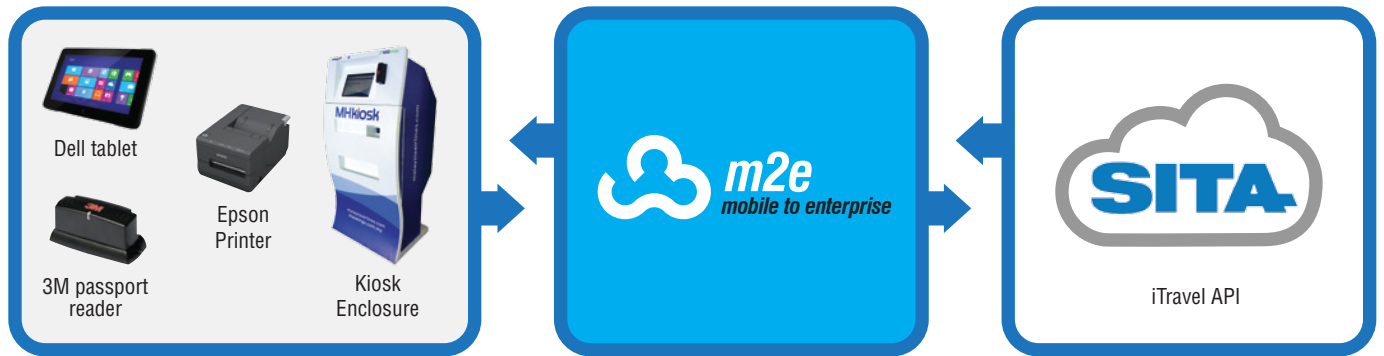
Client Overview

One of Malaysia's leading airline is keen to evaluate alternative technologies that could further improve its overall cost management. One key area that was identified without compromising overall customer experiences is at the check in counters. With increase awareness in self service automation, the client have entrusted Tricubes to deliver a self-service check in kiosk in order to reduce its operating costs and enhanced passenger's satisfaction.

Challenges

Long queues and congestions at the check in counters during peak hours and festive seasons are among the issues faced by the client. Furthermore, there is also a need for an additional check in method to cope with the occasional staff shortage at the airports.

Solution



Windows 8 tablet application

The application software was developed on the MS Windows platform leveraging on the latest window 8's tablet technology to ensure that the application is able to communicate with current and future external hardware and peripherals.

Integration to the Airlines Departure Control System provider

The tablet based solution is also required to communicate with Airlines DCS in order to check-in the passenger based on the reservation / booking details such as E-Ticket or PNR number. Tricubes m2e is used as the middleware to integrate with SITA iTravel cloud API to request & update reservation and check-in data from Airline DCS.

Robust Kiosk design

Steel construction, powder coat finishing and customizable mounting brackets ensures that the kiosk are tough, anti-rust and modular for future enhancements!

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