

# FoxQMS

# Intelligent Queue Management & Forecasting Solution

FoxQMS is the result of the merge of 2 innovative Queue Management technologies from Blue Eye Video & Foxstream. This powerful new solution offers a smart way of queuing: it displays waiting times on-site, as well as off-site combined to way finding apps or websites, for an enhanced passenger experience. It is also a smart managing tool to optimize and forecast ressource planification. This custom-made solution takes Queue Management one step higher for a greater optimization, performance and ROI.

Foxstream and Blue Eye Video (now a Foxstream subsidiary renamed Foxstream Inc.) solutions have already equipped several airports such as Washington Dulles Aiport, Paris Charles de Gaulle Airport, San Francisco Airport, Vilnius Airport, Lyon Saint-Exupéry Airport, etc.

The solution displays real-time waiting times to passengers, and sets alarms when waiting times exceed a set limit to manage checkpoints more efficiently.

Why use FoxQMS?

- Reduce waiting times: waiting times are displayed, passengers automatically balance the lanes.
- Increase airport revenue: less time waiting, more time spending.
- **→ Optimize ressource allocation:** 5-7 days forecasting, can use existing cameras.
- **Tenhance passenger experience:** compatible with way finding apps.

FoxQMS is a powerful Queue Management Solution that offers reliable waiting times estimates to be displayed on-site or via way finding apps or websites.

Key points:

- **↗** Direct people counting on images with high accuracy
- → Accurate Wait time estimation (> 92%)
- Short term forecast based measurements and statistics
- 7 100% of the passengers are measured
- 7 Can use existing video cameras



Blue Eye Video provides our customers with the ability to make informed choices. For the first time, we can now advise Dulles patrons of the actual line waits in each of our security screening mezzanines. In addition to providing passengers with the information they need to self-select to the shortest queue, Blue Eye Video also provides TSA Managers with the information they need to make timely staffing decisions. The Blue Eye Video Team was very responsive to the needs of Dulles International Airport, and worked tirelessly to implement a cost-effective and reliable system that is bringing immediate value to our customers' travel experience.

- Christopher U. Browne - Airport Manager Washington Dulles International Airport

## Service Levels

You can complete FoxQMS with different service levels:

#### **₹** 5-7 days Prescriptive Forecast

Predictive Layer offers Automated Predictive Analytics based on Open Data & Big Data Correlation.

www.predictivelayer.com



#### Advisory for best Airport Performance

conpros assures maximized added value by aligning new capabilities in service level information with airport operations and collaborative decision making.

www.conpros.de



Packaged solutions for custom-made deployment – because each Airport is unique.

# Management benefits

Increase your Airport's revenue streams:

- **→ Optimize operating costs:** the right people at the right place, based on a reliable measurement that informs on attendance peaks
- **↗** Possible forecasting module up to 5-7 days
- **↗** Increase non-aeronautical revenues.

An extra 10 minutes in security lanes reduces an average passenger's retail spend by 30%.



**7** Queue Management optimization and dashboard reports for each stakeholder (check-in, security, taxi...)

Providing the right information to the right people.

## **■■■** Passenger benefits

The estimated waiting times can be displayed by the Airport both on-site and off-site on way finding apps.



#### **↗** Stressless environment

- **7** Customization & personalization without intruding devices: passengers know where to park, how long it will take to check-in, distance to security, queuing time through security -> good mood and more time for shopping & dining -> ROI.
- **7** Passengers feel in control and active, instead of feeling obedient with no choice but enduring the process.

#### In a nutshell

- 7 Highly accurate Estimated Waiting Time.
- 7 Efficient Queue Management Solution.
- 7 Enhances Passengers' Experience.
- **7** 5-7 days Prescriptive Forecast add-on. **1**
- Optimization advisory service add-on for optimal performance.
- Packaged solutions for custom-made deployment.

