AIRPORTS & AIRLINES ACTIVITY
PRESS PACK

“BECAUSE A MEMORABLE JOURNEY BEGINS WITH A GREAT AIRPORT EXPERIENCE”
IER, a French subsidiary of Bolloré Group operating worldwide, is an industrial designer of solutions that improve the flow of goods and people. IER relies on proven know-how and technological expertise to develop new business processes and deploy innovative concepts focusing on five environments: warehouses, vehicles, sales outlets, public places and the roadway.

In the Air Transportation Industry, IER provides airports operators and airlines with the most relevant solutions -from check-in to boarding- based on exclusive hardware, software, and services that help them reduce costs and increase revenues while enhancing passenger experience.

IER also promotes co-innovation and co-development with its customers to yield coherent and valuable innovations for constantly improving passenger-processing products, solutions, and services.

In Other Sectors, IER relies on proven know-how and technological expertise to develop new business processes and deploy innovative concepts focused on five environments: Warehouses, Vehicles, Sales Outlets, Public Spaces, and Roadways.

- IER operates throughout the logistics chain, from order preparation (e.g., voice activation, put to light, and RFID) to transportation (e.g., geolocation, eco-friendly driving, and proof of delivery).

- In the retail market, IER offers an RFID-based real-time inventory management application, to track stocks and supplies, and RFID self-service payment kiosks, which enable stores to reduce customer wait times by speeding up checkout throughput.

- IER is also the leader in terminal equipment and self-service kiosks in public spaces -such as airports, train stations, ports, and government buildings- providing applications to dispense stamps, plane or train tickets, or other items, or provide information.

- For roadways, IER has developed onboard computer management systems for car sharing and manufactures charging stations for electromobility, widely deployed through programs in Paris (Autolib’), Lyon (Bluely), Bordeaux (Bluecub), London (Transport for London), Indianapolis and Singapour.
GROUP OVERVIEW

A French industrial group with an international outlook

SECURITY & ACCESS CONTROL
Over 200,000 items of equipment deployed worldwide

AIR TRANSPORT
Over 200,000 terminals deployed
Over 4,500 kiosks supervised 24/7
Over 500 airlines and airports references

TRANSPORT & LOGISTICS
Over 4,000 warehouses equipped
Over 50,000 drivers equipped

POINTS OF SALE
Over 900 RFID devices deployed

PUBLIC SECTOR
Over 10,000 self-service kiosks deployed

ELECTRIC MOBILITY
Electric car sharing scheme in Paris, Lyon, Bordeaux, Indianapolis, London, Turin, Singapore, Los Angeles
Electric vehicles & stationary applications

1962
Creation of IER

154
€M revenue

732
employees

2015 figures
1962
Creation of IER, a company producing and marketing peripheral equipment for the scientific instrumentation market

1973
The first ticket printer was mass-produced

1977
IER positioned itself in the air transport market when it launched the first air ticket printers. Its first customers were Air France and Swissair

1982
Assembly shop created in Besançon

1987
IER presented its first full range of ticket printers and became worldwide leader of ticketing for transportation networks. Launch of ATB-IER, Automated Ticketing & Boarding printers range

1997
IER joined the Bolloré Group

2002
Acquisition of Automatic Systems, a Belgian company specialized in designing and marketing secure access control equipment

2003
IER chosen by the SNCF to renew its automatic ticket machines for main lines

2006
San Francisco airport selected IER 918 self-service kiosk

2007
Deployment of e-Gates and counter check-in solutions for Eurostar train stations

2008
Launch of IER 560, compact 4-feed check-in printer. More than 100 self-service check-in kiosks deployed for Air New Zealand. 4,000th postal self-service franking kiosk installed

2010
IER selected for deployment of new generation self-service franking for La Poste

2011
IER provides for Autolib’, the first 100% electric car sharing service with RFID solutions

2012
Deployment of reversible Self Bag Drop in Nice
More than 6,000 IER 400 & IER 560 deployed in USA for United Airlines

2013
Launch of IER 919 self-service check-in kiosk
Deployment of full self Bag Drop Solution for United Airlines

2016
Launch of i420, new compact desk check-in printer. Launch of electric car sharing programs in Italy, Singapore & Los Angeles

2017
Reveal of i920, IER new generation of self-service check-in & tagging kiosk at Passenger Terminal Expo in Amsterdam. Launch of Fly to Gate solution with Gemalto.
IER AIRPORTS & AIRLINES

BRAND PORTFOLIO
A growing air traffic and a fast increasing number of travelers are generating strong industry demand for self-service and automation at every step of the passenger journey. An increasing number of airports are investing in modern solutions to define the next generation solution at airport security checkpoints that combine strengthened security with greater operational efficiency and enhanced passenger experience.

For Airport & Airlines operators willing to take the self-service experience to the next level, IER provides the most relevant offer -from check-in to boarding – while ensuring optimal operational and security conditions:

Passenger check-in and tagging solutions • Passport or boarding pass readers • Self-service check-in kiosks and mobile check-in • Self-Bag Drop • Access Control, Border Control and Boarding
IER 602
FLATBED MULTI-FORMAT BARCODE READER
BARCODE & NFC/RFID READER
STANDALONE BOARDING PASS AUTHENTICATION

With more than 4,300 readers deployed worldwide, the IER 602 is a full 2D barcode & NFC combo reader, designed to enhance the passenger self-service experience. By incorporating flatbed multi-format barcode reading with RFID and NFC reading technology into a scanner with a bright active LCD display, IER delivers the ideal product for reading mobile devices and enabling passenger self-scanning.

• Advanced detection technology for faster multi-format reading capabilities (mobile, e-ticket, ATB)
• The ideal solution to read mobile
• RFID-HF contactless card reading feature
• Large barcode scanning window & very fast reading performance
• RFID HF contactless card reading capability
• Configuration and diagnostics via web browser
• AEA 2012 application
This new Boarding Pass and Bag Tag printer, specifically designed for integrators, is complementing IER range of printers already benefiting from worldwide references. It provides our customers with the option to choose the solution that fits best their requirements.

- Single feed printer for ATB ticket stocks and bag tags
- Specifically designed for airlines’ host systems & shared use platforms
- Multi-functional, direct thermal printer facilitating check-in process
- Cost-effective solution including a 2-year standard product guarantee
- USB device connectivity
- Full remote software management and upgrade of AEA software across installed base
- High quality printing from 80 g to 190 g paper. Printing speed up to 6”/s
- Detection by fixed length, hole or silicone
- AEA 2012 CUPPS
- Options: paper roll support and output ATB stacker
The IER 400 is the most sold printer with over 40,000 deployed worldwide and reveals very popular across handling companies & airlines using it as dedicated proprietary equipment. It is renowned for its robustness, reliability and efficient after-sale service. Designed as a multi-functional, direct thermal printer, for check-in as well as Air Traffic Control operations which can store multiple applications (e.g bag tag and boarding pass). The IER 400 also offers an optional RFID (GEN2) encoding module, for encoding bag tags with RFID inlay.

- Allows printing of boarding pass and bag tag with 1 single software
- Flexible single feed printer for boarding pass and baggage tag
- Change paper supply in seconds
- Automatic printing mode set up
- IP, USB host and device, and serial interface standard
- Remote configuration, diagnostics and monitoring via web browser
- CUPPS and CUSS compliant with all existing platforms
- RFID baggage tag encoding & reading (option)

Within the same range, IER 401 especially designed to be configured for both airlines’ host systems and shared-used platforms with centrally managed software distribution.
IER 560
ULTRA-RELIABLE COMPACT
4-FEED CHECK-IN PRINTER

The IER 560 is a combo 4-stock printer benefiting from unmatched reliability, ergonomics and performance. It is the market reference for robustness and reliability with more than 8,200 deployed around the world. It can process multi documents and multi formats in a very demanding environment and is particularly adapted for airports where the multiplicity of formats requested by airlines is a key criteria.

Achieve the lowest Total Cost of Ownership, with proven savings:
• Print bag tags, boarding passes and thin receipt simultaneously on the same machine
• Replace two printers or more with just one, saving counter space
• Rely on the IER 560 proven reliability
• On-demand RFID capability by only printing and encoding RFID tags when relevant
ALISS, the IER CUSS kiosk application, offers airlines or airports a cost-effective and turnkey solution to allow their passengers check-in for one or multiple flights and obtain a boarding pass for same day departure, in just a couple of screens.

- A turnkey check-in solution for airports and airlines
- Helps speed-up the check-in process at the kiosk
- Self-tagging application to avoid counter queues
- Easy to implement, administer and customize with the airline’s graphic style and business rules
- Concierge mode allowing agents to perform special transactions onto the kiosk
- Compatible with most of DCS
- CUSS standard and US DOT compliant

Latest references: LATAM Airlines, Azul Brazilian Airlines, Singapore Changi, Cathay Pacific, Air New Zealand, Virgin Australia.
At Passenger Terminal Expo 2017 in Amsterdam, IER is presenting i920, its latest self-check-in kiosk, bringing a fresher approach to core functionalities passengers can expect from a self-service kiosk and allowing them to proceed directly to the bag drop positions.

- Open and user-friendly tablet style touchscreen
- Multi-support boarding pass (NFC, paper, smart watch, mobile)
- Intuitive interfaces guiding passenger through the process
- Status LED for onsite agents assistance
- CUSS compliant
- Remotely monitored via IER Monitoring System
- ADA, PMR & US DoT compliant
- Facial recognition ready
- Optional EMV and NFC payment
- Upgradable for future evolution
IER 919 optimized equipment options and capabilities provide passengers with a full range of services, from check-in to tagging, and sales ancillary services to name a few.

- Intuitive touchscreen for enhanced passenger interaction
- Multi-support boarding pass (NFC, paper, mobile...)
- Non-stop printing with up to 2 bag tag printers
- Full page passport and barcode reader
- Chip & pin EMV payment, NFC payment
- Optional Eye-catcher to stand out in the airport environment
- Multiple configuration options and upgradable for future evolution
- Common Use compatible (CUSS 1.4)
- Fully ADA compliant
- Remote monitoring
- Biometrics (camera + fingerprint)
The IER 919 kiosk is also supporting Automated Passport Control applications with fingerprint scanner, camera, passport reader and receipt, plus an APC solution developed in partnership with Airside Mobile. An additional hybrid application for mobiles is also available.

- A secure front-end to customs back-end systems
- Minimizing the agent’s workload and expedite passengers through Customs
- Processes passport and flight data, manages declarations, captures passenger photos, scans fingerprints and provides a printed receipt for Customs processing
- APC/MPC hybrid solution for enhanced passenger experience
- Compliant with ADA accessibility requirements
IER 710 Slimgate
AUTOMATED GATE FOR ACCESS CONTROL & BOARDING
FAST & RELIABLE PASSENGER PROCESSING
DETECTION & SECURITY
RELIABILITY & PERFORMANCE SAFETY

For fast, automated and reliable passenger processing at the airport, the IER 710 SlimGate can be optimized for a variety of airport configurations and used in multiple steps of the passenger journey, ranging from security checks, boarding, immigration and transfers, all within the highest levels of security.

• Highest throughput
• The most reliable detection system applied to airports
• Innovative combination of high density matrix of infra-red beams, particularly suitable for passenger motion detection
• A modular product, adapting to the most restricted installation spaces,
• Double swing doors
• A total of 64 IR beams electronically controlling each passage and preventing unauthorized users in secured zone
The Automated Border Control Gate is an automated immigration control product - developed in partnership with Gemalto and Automatic Systems both leaders in biometrics and access control markets - combining the latest technologies of electronic gate hardware and border control software.

- Combining security and speed, cost-efficiency and convenience for border authorities and airports
- User-friendly experience for travelers
- Opening the door to secure and seamless passenger processing
- Single person detection system
- Multi-camera wall, fast and robust
- A centrally-administered tool that puts border personnel in control
Gemalto and IER have designed the ultimate self-service airport experience for travellers with *Fly to Gate*, a seamless, end-to-end self-service airport experience for travellers. This innovative solution opens a swift and secure biometric pathway through the airport, eliminating the delays and bottlenecks often experienced at check-in, bag drop and border control process.

- A user-friendly and accelerated passenger journey through the airport, from check-in, to Bag drop, security screening and boarding
- Waiting times are reduced, leaving more time to passengers to benefit from the airports shopping and leisure facilities
- Using Biometry as a single identifier enabling passenger to fly through the airport right to the boarding gate
- Integrated solution to maximize benefits in airport operations & border management
- Secure integration to existing airport/airline/immigration systems
- Best in class and robust hardware components for process automation coupled with solution maintenance
- State of the art software solutions with fast and reliable verification of travel documents as passports & visas
- Industry leading biometric capture, biometric matching and document verification software components
A COMPLETE RANGE OF SERVICES

Our global Maintenance and Support Services’ mission is to ensure that our products and solutions always meet your expectations. Our engineers, project managers and technicians offer worldwide support to answer customers’ queries and solve their problems.

MAINTENANCE SERVICES
Our Maintenance and Support Services provide a wide range of services, including worldwide workshop repair, on-site maintenance, localized support and the delivery of spare parts and consumables.

PROFESSIONAL SERVICES
Our Professional Services include a large range of services designed to help you design your solution from end-to-end and deploy it successfully.

PROJECT MANAGEMENT
Based on long experience of project management, IER supports its customers on all stages of a project.

SUPPORT & MONITORING
The IER Support & Monitoring Center provides our customers with a single point of contact on a 24/7/365 basis for any support and maintenance request.

Auditing & Consulting services
Deployment
Level 1 support & Proactive supervision
Level 2 support & Administration
Service monitoring management & Continual improvement procedure
Onsite maintenance
Repair workshop & spare parts
IER, YOUR TRUSTED WORLDWIDE PARTNER

HISTORIC LEGITIMACY & EXPERTISE ON AIRLINE MARKET

• Dedicated production units with renowned quality and responsiveness
• Technical and technological proficiency: Innovation & Design division, Development division, Validation division
• Expertise in leading-edge technologies like biometrics, RFID or NFC
• Offering tailored services from Project Management leadership and steering with assistance & maintenance services

COMMITTED TO CUSTOMER SATISFACTION

• Contribute actively in making traffic in the airport more fluid
• Optimize passenger processing time from check-in to boarding
• Providing the most relevant solutions from check-in to boarding based on exclusive hardware, software and services
• Active member of IATA Common Use group and adhering to the latest AEA standards

+500 airport & airlines references
+4,000 kiosks monitored 24/7
+200,000 terminals deployed worldwide
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