

Queenstown Airport and Veovo Partner to Optimise Processes and Improve Passenger Experience.

To streamline operations and provide real-time wait time information to its growing passenger base, Queenstown Airport has partnered with Veovo to utilise its BlipTrack Guest Predictability solution.

London, UK & Queenstown, New Zealand, 22. August 2018: With a 33% increase in passenger numbers since 2015, Queenstown Airport is one of Australasia's fastest-growing airports. To ensure smooth passenger flow as volumes increase, the airport has adopted Veovo BlipTrack Guest Predictability technology. The solution accurately measures passenger queue times and flows at security processes, enabling the airport to dynamically resource staffing, as well as proactively communicate wait times to passengers.

"As part of our continuing technology investment to provide a better customer experience and a more efficient journey through the airport, we have deployed the solution throughout our domestic and international screening points. The combination of sensors and data-processing analytics software together offer powerful, real-time passenger movement information. We can now proactively manage passenger flow, and respond promptly and efficiently to irregular operations and disruptions - for example, by opening additional lines. We also display wait time for our travellers on a screen at the security entrance. The information helps reduce stress levels by creating realistic expectations, improving passengers' travel experience," explains Wayne Stiven, Technology Manager at Queenstown Airport.

"We're happy to support Queenstown Airport's effort to improve passenger experiences. With real-time insights into passenger flow, the airport now has the means to manage and improve the passenger process and optimise wait times to deliver an exceptional airport experience," says Peter Knudsen, General Manager for Veovo BlipTrack Guest Predictability.

The Guest Predictability solution rollout follows the successful deployment of Veovo's Airport Operating System and Flight Information Display System (FIDS) in 2015 and [Resource Management Software](#) in 2016. The latter enables planned allocation of fixed resources, such as gates, as well as optimising usage to handle real-time disruption or schedule changes. Combined, the solutions unlock valuable insights across the airport ecosystem to streamline operations, thereby improving the passenger experience.

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About Veovo:

Veovo is a predictive collaboration platform that enables over 110 airports globally, including Auckland, Amsterdam and JFK, to plan, predict, and perfect the airport ecosystem. The result: brilliant guest, operational, and commercial decisions. The Gentrack airport group,

Veovo, is headquartered in New Zealand with offices in the UK, USA, Denmark and Malta.
Take off at www.veovo.com.

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About Queenstown Airport:

Queenstown Airport services New Zealand's popular resort destination, Queenstown, and the surrounding region with daily domestic and international flights. The airport operates two runways and nine gates from its single terminal, and it is New Zealand's fourth-busiest airport by passenger traffic.

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