The Future Terminal Summit 2020
AGENDA

DAY ONE – 21st October 2020

08:00	**REGISTRATION and COFFEE**
08:40	**CHAIR'S WELCOME and Opening Remarks**

08:50 | **OPENING KEYNOTE**

A Wealth of Opportunities: IoT in Airports

- How IoT is much more than just improving efficiency. A look at how technology can transform the traveler experience and generate new revenue streams

- A look at some of the main ways in which IoT has affected airports' development. How will this trend will continue?

- Some of the major developments within airports - AI, AR, VR, Machine Learning, Intelligent Automation, Blockchain, Drones and Robotics

- How aviation has traditionally set a very high standard for traveler experience – using that as a key driver for incorporating IoT

- How the key is finding not the most cost effective but the most profitable technologies to use.

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09:20 **PANEL DISCUSSION**

Increasing profitability: How can airports make IoT work for them financially?

- Creating new revenue streams with IoT

- 'Selling in' new technology to the board

- Deriving revenue through services

- Using IoT to sell more: Wi-Fi access points sensors to measure the dwell time of people for signs and advertising

- The possibility of creating products with partners that can ~~then~~ be sold to other industries

10:15 **NETWORKING COFFEE BREAK + PRE-SCHEDULED 1-2-1 MEETINGS**

11:25 **CASE STUDY: BIG DATA**

Getting a handle on Data: Aggregate. Analyse. Act.

What to do with it, and what is the benefit to the organisation?

- Managing the sheer volume of IoT data… *What can we do with it?!*

- Delivering a smooth, seamless running operation from curb to gate

- Predictive Maintenance: Proactively managing your assets with data

- Managing aircraft flow

- Advanced Analytics: Elevating data to accelerate opportunities

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11:50   **CASE STUDY SESSION: SELF-SERVICE CHECK-IN**

Moving from traditional airport check-in, to complete self-check-in and beyond…

- Going total self-service: Paperless passenger processing

- Reducing cost with total automation: Rolling out self-service across the terminal

- Self-tagging for bag drop: Creating completely automated check-in

- One ID: The end-to-end biometric passenger journey vision

12:20   **FACILITIES AND PROCESSES CASE STUDY: OPERATIONAL EFFICIENCY**

Intelligent facilities and processes - utilising latest IoT technologies to inform and streamline airport facilities

- Operational Efficiency: driving the adoption of IoT technologies

- Online inspection systems; tools provided to maintenance grounds crew and connected to the web with GPS functionality. Connecting findings to a map.

- Smart bathrooms: Preventing shortages and breakdowns with real time insights

- What's on the long-term horizon for IoT applications supporting efficiency at airports? *Autonomous vehicles, tenders, baggage carts and more…*

- Human Vs Robot delivery
  Fuel and baggage delivered by Robots = more flights, but less jobs

12:45   NETWORKING LUNCH

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13:55   **CASE STUDY – EXAMINING OUTCOMES**

What are the true outcomes of using IoT technology?
Avoiding deploying technology for technology's sake

- A look at how we automation changes the business model

- Unlocking the IoT potential for Ground Handling

- Practical delivery: How do you get these technologies to work and to actually deliver value?

- Moving past the hype to achieve actual results and make strategic choices when choosing technologies

14:15   **PRACTICAL SOLUTION SESSION**

14:45   **IMPLEMENTATION SESSION**

Creating the smart airport – what are the barriers to implementation?

- Defining the airport's business goals and deciding what needs to be achieved

- Selecting a potential IoT project to a fit the defined needs of the airport: the importance of a planning process to help airport leaders navigate all the options

- Barriers to IoT implementation: Safety, security, privacy, technology and infrastructure, concerns over ROI, funding and financing

- How with the right team, a thoughtful plan and supportive buy-in, airports can use IoT to create a better, more profitable operation

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15:10	**NETWORKING COFFEE BREAK + PRE-SCHEDULED 1-2-1 MEETINGS**

16:20	**PRACTICAL SOLUTION SESSION**

16:40   **CASE STUDY IoT CYBER SECURITY**

Using Athens Airport as a 'live lab' to mitigate risk from IoT applications

- A major overhaul - the fitting of sensors throughout Athens terminal to manage all operational systems from air conditioning to e-gates

- CHARIOT – EU funded testing and validating of industrial IoT safety; monitoring the sensors in a secure and safe way before they go live.

- Airports' vulnerability to cyber threats which may replace physical terrorism or be combined during an orchestrated attack

- Traditional IT infrastructure (servers, desktops, network devices) sharing connections and networks with mission critical systems

- The risk of areas such as baggage handling, environmental control, access control, fire control and airfield lighting systems being open to attack.

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17:00 **ROUND TABLE SESSIONS**

10 roundtables tackling the key themes of the Summit.

Led by leading industry practitioners these sessions will be a lively discussion with like-minded attendees. Together you'll dig deep into the topic, sharing knowledge and uncovering practical solutions and strategies to your common pain points.

Choose from:

- Check-in
- Facilities and processes
- Data
- Monetising IoT
- Smart airport
- Cyber security
- Customer experience
- Terminal design
- Passenger journey
- Seamless security

18:00   DAY ONE CLOSE – ROOFTOP DRINKS RECEPTION

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DAY TWO – 22nd October 2020

08:00	**REGISTRATION AND COFFEE**
08:50	**CHAIR'S OPENING REMARKS**

09:00 **CUSTOMER EXPERIENCE CASE STUDY**

A look at the passenger journey and how IoT can improve customer experience

- Redesigning the passenger journey: Increase customer satisfaction, whilst reducing costs and increasing capacity

- Tech to take the tedium away
  Reducing queuing in security and immigration with e-gates, facial recognition and biometrics

- Taking activities OUT of the terminal. Exploring the possibilities of in-town / off-site check in terminals so travelers don't have heavy bags to carry

- Leveraging digital way finding to improve the passenger experience

- Resisting change. Overcoming passengers fear of change and new technology

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09:25 **PRODUCT DEVELOPMENT CASE STUDY – MONETISING IoT**

Finding non-traditional revenue from new technological developments

- Using blue tooth and WIFI tracking, wearable / smart devices to track passengers and wait times

- Using data to manage passengers' expectations through the terminal

- Real time bathroom maintenance with wearable technology

- Taking those devices into hotels and other industries where such intelligence might be useful as a traditional source of revenue

- Future product development – what's in the pipeline?

10:15 **NETWORKING COFFEE BREAK + 1-2-1 MEETINGS**

11:25 **PRACTICAL SOLUTIONS SESSION**

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11:50 | **DESIGN THOUGHT LEADER PRESENTATION**

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- What's next? Identifying priorities for change, and the order of adoption of IoT technologies in an airport setting

- Connecting smart city to smart airport. How far away are we and what are the implications?

- Future capacity; projected growth is HUGE. Is it possible to keep the costs the same whilst doubling capacity through intelligent automation?

- Should we completely re-think the terminal in terms of its function? How many things can be done outside the terminal to reduce capacity

12:15 | **PASSENGER JOURNEY CASE STUDY**

Moving Forward with Biometrics

- The future of biometrics. How close are we to using it for the whole passenger journey through the terminal?

- Navigating the challenges of implementing biometrics at immigration

- A look at the end-to-end use of biometrics
  Check in to boarding pass control to gate – eradicating the boarding card

- The implications of biometrics from the airport's perspective
  Gaining knowledge of where your passenger is at all times; efficiency of system

- The implications of biometrics from a passenger's perspective – is resistance inevitable?

- In an ideal world all airports / passengers would have a dedicated solution

12:40 **NETWORKING LUNCH**

13:40 **CASE STUDY - SECURITY IMPROVEMENTS**

A move towards a seamless journey to move traffic through the airport using security cameras

- Intelligently using security cameras to manage the airport experience

- The seamless journey

  o Passenger 'checks in' and is issued with a mobile identity token
  o Allows access to all other points on the journey including the plane without the need to produce a ticket or passport
  The next step: Extending that identity check to the arrival airport

- Process is currently strewn with data protection and technology issues yet to be resolved by countries and governments but could be possible in the future

14:05 **PANEL DISCUSSION**

What are the barriers to IoT implementation and how can we overcome them?

- Safety, security, and privacy: How the compromise of digital data can have real-world consequences

- Large IoT implementations and connecting and operating disparate systems

- Prioritising addressing the talent and technological skill gaps

- Allaying ROI concerns ROI when there are few test cases

- Funding and financing

15:05 **CHAIRS CLOSING REMARKS + END OF SUMMIT!**