

# CREATING A TOUCHLESS PASSENGER EXPERIENCE

## Examining How Airport Technology Evolves in the Wake of COVID-19



There is no question that the passenger experience is changing as a result of the COVID-19 pandemic. To rebuild consumer confidence and foster a steady increase in passenger traffic, airports are reimagining a new travel experience.

### CHALLENGES



Implementing new **health and wellness** measures for the safety of all passengers and staff



**Communicating** new measures to passengers and staff quickly and consistently



**Monitoring** the effectiveness of these efforts with actionable data and adjusting as necessary

Similar to sustained changes to the travel industry after 9/11, the technology solutions and safety measures airports implement now will become industry standards used well into the future.

## RECOVERY: THE PATH FORWARD

As essential businesses, airports will lead the way in redefining the guest experience for large, densely populated public venues. Boingo has identified key use cases for the new airport experience, their accompanying technologies and network requirements. These are examples of technologies currently in-market that can help prepare airports to reopen on a wider scale with confidence.

USE CASE	CHALLENGE	COMPONENTS	CONNECTIVITY SOLUTION
Social distancing	 	Cameras; sensors	  
Security measurement and monitoring		Cameras; sensors	  
Personal identification checkpoints (e.g. ticketing, CBP, TSA security, gates)	  	Touchless, self-service facial/biometrics recognition devices, e.g. Simplified Arrival	  
Concessions and point of sale	  	Touchless, self-service payment; direct-to-consumer delivery and pickup; dispersed concession areas and mobile kiosks	   
Staff and first responder communication	 	Push-to-talk devices	 
Cleaning and maintenance tracking	 	Robotics; cameras; sensors	  
Health check screening	 	Infrared scanners; sensors; autonomous thermometers	
Passenger communications	 	Digital signage; Wi-Fi connection portal; push notifications	  

 = Health       = Monitoring       = Private LTE       = Wi-Fi  
 = Communication       = Wired Internet       = 4G or 5G DAS

## WE'RE IN THIS TOGETHER

For nearly 20 years, Boingo has helped the world's leading airports navigate a complex technological landscape. From the dawn of the smartphone to the 5G era, we deliver innovative connectivity solutions that power passenger, airport, concessionaire and security experiences. As airports prepare for recovery, Boingo is here to help with technology that will facilitate the new touchless passenger experience — and beyond.

### CONTACT US

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