

Helsinki-Vantaa International Airport has implemented new check-in kiosks

29 November 2006

Finavia has acquired new check-in kiosks at Helsinki-Vantaa International Airport. The self-service solution, developed by IBM, provides passengers with an easier check-in and enhances customer service. The first passengers able to check-in at the kiosks, located at all Departure Halls, are those travelling on Finnair's scheduled flights.

Finavia has acquired a total of 24 new easy-to-use kiosks, located at both International and Domestic Terminals' Departure Halls. Passengers are able to check-in at any free kiosk that offers them an easy access to their individual airline's check-in system.

Finavia has offered all airlines operating at Helsinki-Vantaa the possibility to adopt the CUSS (Common Use Self Service) system. As of 29 November, all scheduled flights, both domestic and international operated by Finnair are added to the system which replaces all formerly used airline-specific kiosks.

"Helsinki-Vantaa is one of the trailblazers in implementing passenger-friendly check-in technology and in facilitating travel formalities", Finavia CEO Samuli Haapasalo says. According to Haapasalo, the purpose of Finavia is to come up with a solution that enhances passenger convenience and offers all airlines operating at Helsinki-Vantaa an opportunity to develop their operations. The project supports Finavia's strategy to increase the circulation and internationalisation of Finns.



The use of the technology developed by IBM is based on selecting an individual airline's emblem on a 17-inch touch screen and then following options that will guide passengers through the check-in process.

"IBM's task in a project like this is to bring together know-how of both the industry and technology. IBM has joined forces with a number of aviation organizations worldwide in finding solutions to tackle challenges posed by the industry. Our goal is to support Finavia in its aim to develop operations and services to increase both passenger and airline convenience", IBM Global Business Services Country Manager Juha Hulkkonen tells.

IBM has a broad and extensive experience in providing travel-logistic and passenger transportation companies with information systems. IBM-developed self-service kiosks and application solutions comply with International Air Transport Association (IATA) regulations on accessibility and technology standards. Shared kiosks will enhance airport space planning and lower individual check-in costs.

As of May 2005, all airlines have been able to join in the CUTE (Common Use of Technical Equipment) system jointly implemented by IBM and Finavia. The system allows the check-in, inwards clearance and check-in for both departing and transferring flights at any check-in point or gate. The new common check-in kiosks broaden the range of services offered to airline carriers.

Today, more than 80% of all Helsinki-Vantaa passenger traffic is managed with the help of CUTE. Even smaller airlines are provided with the option of using their own check-in system regardless of their location. CUTE has also increased the use of e-tickets, which allow airlines to offer even those passengers travelling without paper tickets a range of passenger service features, including seat selection and reservation.

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