



INFORMATION ENGINEERING GROUP (IEG) Inc.

Turn Relationships Into Profit!

AIMS for Airport VIP Lounge Service Factsheet



Access Information Management System (AIMS) is a touch-screen VIP lounge management solution that offers your customers and their guests visiting your global lounges with a fast and easy way of identification.

Also, AIMS drives cost out of your lounges and enhances your revenues.

AIMS is a tool to measure passenger traffic frequenting your global lounges. From Head Office, you remotely configure your global lounges with new partners, access cards, guest rules, pay guests, etc...

AIMS eases the regrouping of remote lounges through target Bulletins.

AIMS eliminates all reporting and allows your staff to focus on your passenger.

AIMS automatically generates verifiable monthly invoices for all your global lounges, the first day of the month.

AIMS answers such questions as:

- ✓ **When to assign more staff?**
- ✓ **Who are my Top 10 customers and when do they visit?**
- ✓ **Who are their guests?**
- ✓ **What are today's revenues?**
- ✓ **Which passenger is a security threat?**
- ✓ **Which passengers use fraudulent documents?**
- ✓ **Should I expand the lounge capacity?**

Features

- ✓ State of the art architecture using the latest technology which can seamlessly integrate into your current IT environment
- ✓ Use AIMS as a Global Lounge solution *OR* build infrastructure to cover all passenger "checkpoint" locations with IEG's FrontOffice Touch-Points eCRM™ architecture
- ✓ AIMS increases passenger information accuracy, automates passenger and guest tracking in real time, facilitates partners invoicing and settlement, improves communication with your lounge agents, and more
- ✓ Easily develop an efficient staff roster plan
- ✓ Automates all reporting and allows agents to dedicate more time with your customer
- ✓ Eliminate fraudulent access
- ✓ Touch-screen Agent input with optional Card Swipe, Smart Card Input or Bar Coding
- ✓ Visual and colorful lounge occupancy meter bar
- ✓ Passenger Security Alerts and automatic eMail notification to authorities

The Benefits

Automate passenger and guest tracking; record name, flight number, seating, etc..

Facilitate better staff allocation in the lounge area and reduce manpower costs

Graphical passenger volume reports at hourly or minute intervals

Improve accuracy of passenger data collected and drastically reduce your operating costs

Produce accurate and verifiable partner billing for all your global lounges and increase your revenues

Collect real-time passenger details and marketing data

Facilitate changes to business rules and enhance your VIP lounge image

Improve usage and quality of service

Communicate quickly the latest corporate news to remote lounge locations – regroup distant location

Remote update of partners and access cards

Use unmanned Kiosk to automate door access

Use Fast Track Kiosk to assist the agent during peak times

Specifications

Hardware:

Pentium PC minimum 512+ MB RAM

Touch Screen Monitor

Magnetic Card reader and Bar Code reader

Operating Systems:

Windows XP

Software:

ORACLE, MS-SQL RDBMS

Evaluation Period:

30-day Trial – call for details

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