PROAVIA member use case

ENHANCE PASSENGER SATISFACTION WITH ADVANCED WAYFINDING TECHNOLOGIES ?

Danemark·CPH – 2026



01 THE CHALLENGE

Implement a comprehensive wayfinding solution that seamlessly guides passengers, improves operational efficiency, and fosters a positive airport image.

02 THE SOLUTION

Development of a 3D wayfinding system (software and 10 interactive kiosks) located in key airport zones, in airside and landside zones.
Enhanced Passenger Experience
Improved Operational Efficiency
Technological Innovation

03 THE RESULT

Reduced passenger stress and frustration
Around 200 to 300 hours per month of average time saved by airport staff
Increased non-aeronautical revenue from targeted promotions of airport stores and services
Date-driven decision-making to optimize operations and improve services in the airport

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