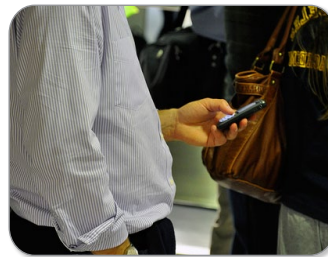
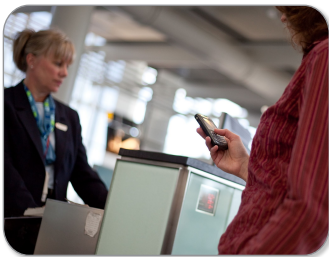


## Get the Message / Communication Breakdown

- Passengers expect more today in terms of travel communications direct to their mobile and web-enabled devices. Passengers would benefit from updates on flight status, gate changes, and delayed baggage.
- Gathering information from several external systems and resending this data in real time while applying business logic can be a complicated process.



## SmartNotify - Having All the Answers

- Collects information such as wait times, flight changes, bag status information, and exception information from a variety of airline and airport systems and presents this information to passengers based on a set of business rules/logic.
- Sends real-time information updates to mobile and web-enabled devices to inform passengers about:
  - Wait times at bag drops, customs, and security checkpoints
  - Flight status changes, gate changes
  - Baggage location information, claim unit numbers, etc.
- Notifications are sent based on customizable thresholds for different fields (i.e. sends notification if flight is delayed by x minutes).
- Provides airport or airline systems with real-time information that contributes to enhanced operational performance.

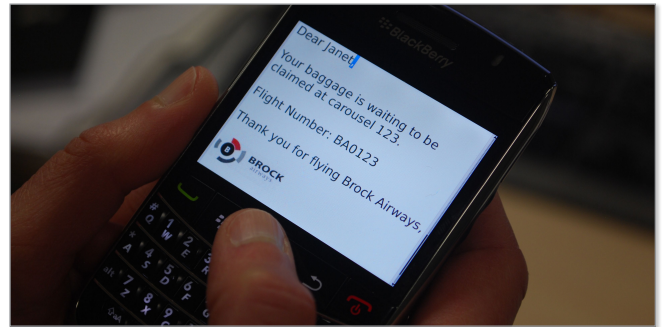
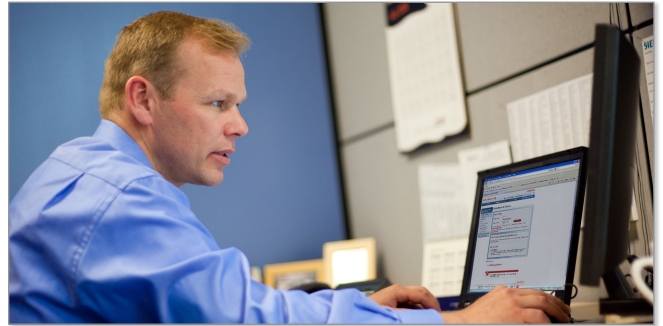
## Solution Highlights

- Improves passenger communication, increases passenger loyalty and can reduce passenger frustration
- Collects and provides information based on airline business rules
- Can send information automatically or on demand as an e-mail or SMS
- Can be implemented in dedicated or common-use systems
- Interfaces to airline websites, airline back end systems (DCS, FIDS), and airport systems (sortation systems, BRS systems, inbound scanning systems, etc.)
- Provides volume and performance reporting, including statistics on queries and passenger subscriptions and departure decisions
- Passenger information can be used to create a Passenger Profile for marketing

*“Sending up-to-the-minute travel information, including gate changes and flight delays, directly to passengers during their travel allows them to make informed decisions. This is an effective way to improve communications to the passenger and enhance their travel experience.”*

## Benefits of SmartNotify

- Improved passenger experience and increased customer satisfaction - Enhanced communications that make effective use of the latest mobile and web-enabled devices and engage customers correlate positively with user-friendliness and increased customer satisfaction.
- Enhanced reporting capabilities – Using information from SmartNotify’s advanced reports, airlines and airports can gain insight into customer patterns and use the data to modify operations, providing a passenger experience based on optimized value and user-friendliness.



**SMART SUITE**

SmartNotify can be implemented as a stand-alone system or integrated with other SmartSuite modules, providing complete end-to-end tracking of passengers and their baggage.

## About Brock Solutions

With the successful delivery of over 4,000 automation projects worldwide across vertical sectors, Brock Solutions is one of the largest real-time automated systems providers for transportation and logistics, heavy industry and manufacturing.

Brock entered the Aviation industry over a decade ago with SmartSort, and since then, through extensive collaboration with industry stakeholders, has developed an entire suite of solutions to address and resolve key industry problems by enhancing baggage handling and passenger processing practices and streamlining airport operations.

Brock Solutions is an IATA Strategic Partner and a Controls Engineering System Integrator Hall of Fame member.

For more information about SmartNotify visit: [www.brocksolutions.com/smartsuite](http://www.brocksolutions.com/smartsuite)



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