

### Infologic's work and effort

Frankfurt Airport has been a valuable Infologic reference since 1997. Fraport AG is a leading international Group in the airport business sector and operates Frankfurt Airport which is one of the major air traffic hubs in the world.

Based on a total of 54.2 million passengers in 2007, Frankfurt Airport was ranked third in Europe behind London-Heathrow and Paris Charles de Gaulle. In the cargo sector Frankfurt Airport was ranked first in Europe with 2.1 million metric tons of cargo.

The cooperation between Infologic and Fraport started in 1997 with the installation of a new Flight Information Display System. Approximately 1,600 CRT monitors displayed real-time flight information in the German language, while over the years both German and English are displayed simultaneously.

Infologic was already familiar with Frankfurt Airport through the pilot of the Transfer System in 1996. This pilot and a complete installation of FIDS at all Lufthansa Gates afterwards, marked the fruitful start of the Infologic/Fraport alliance in 1997.



### Customized solutions

In the first year after a successful installation, Infologic has integrated Fast Track in FIDS. This functionality is meant for passengers with extremely limited time left to board their connecting flight but still need to go through passport control. At the immigration desks, these flights are displayed to speed up security control for these passengers. The system keeps track of the number of passengers per flight and the walking distance from the arrival gate to the connecting departure gate. This Fast Track functionality was specified by Fraport AG.

Fraport AG is a partner with many technical contributions to constantly increase the service level of the Frankfurt International Airport. For each additional feature, she draws up detailed specifications and Infologic implements this very smoothly. This close partnership is a fantastic hallmark.

Flg. No.	Flg. No.	Flg. No.	Flg. No.	Flg. No.	Flg. No.	Flg. No.	Flg. No.	Flg. No.	Flg. No.
LH 1382	Shuttgart	09:05	10:39						
LH 3830	Basel	09:05	10:09						
LH 4120 D	Tripolis-annulliert	09:05	10:54						
AF 3882	Mailand Malpensa	09:30							
LG 030	Hamburg	09:15							
YQ 1052	Dresden	09:15							
LH 3240	Minsk	09:15							
LH 3340	Isleford	09:15							
LH 3522	Lux	09:15							
LG 9302	Luxemburg	09:20	10:00						
DE 1884	Hawanna	09:25							
LH 3562	Gat	09:30							
BA 1102	Lipzig Halle	09:35							
KL 3002	Helsinki	09:35	10:00						

Next to the Fast Track solution, Infologic integrated a Transfer System. This functionality shows change-over information to passengers who arrived. This system shows departure information when they left the aviobridges. The system shows the direction they have to walk and provides them with other information they need, if they miss their next flight. The color of the arrow indicates the time left for the passenger.

In 2005, Infologic worked on a passenger waiting list for passengers who were not booked on a flight. When the number of passengers applying for a ticket exceeds the number of free seats on a flight, a waiting list is displayed with the passenger names. When the available seats are assigned to some or all of these passengers, the list cleans up. After paging passengers accepted from waiting list, they get their new boarding pass.

### Watch your baggage

Advanced baggage claim information is another one of the functionalities that Infologic integrated in the FIDS at Frankfurt. On baggage overview displays, arrival time, flight number, destination, belt number and expected baggage on the belt time are displayed. The expected baggage time is updated real-time, indicating the remaining waiting time in minutes. When baggage is delivered to the belt, a picture of a running suitcase indicates that baggage is coming.

### Win-win

Fraport develops ideas for additional functionality and Infologic implements these features either as new standard functionality available to all customers or as dedicated functionality for Fraport only. When available, Infologic issues updates and upgrades to her customers to assure an up to date FIDS. In this cooperation, each party benefits from mutual ideas.

#### A good investment: A380 preparations at Frankfurt Airport

"Frankfurt Airport (FRA) will be among the first airport's in the world to be served regularly by the A380. This does not require any construction work on the existing runway system. Taxiways are already designed to allow for A380 operations without any problems

Already in 2005, FRA adapted gate position E9 at Terminal 2 to enable the first A380 airport compatibility tests worldwide. With the modification of E5 completed last fall, a further parking position with three passenger bridges has been available which is optimally equipped to accommodate the Airbus superjumbo. An identically equipped docking position is operational at E2 since August 2007. Position D4 is currently being modified to accommodate the A380. The position will go into operation in mid-2008..."

### Future

Frankfurt Airport is ready for the future. With the new Airbus A380 as masterpiece in aviation, Fraport is able to board this and other widebody airplanes on 2 levels with multiple gates simultaneously. In 2007, Infologic already implemented automatically increased boarding times for large airplanes to provide airlines with sufficient time to board large numbers of passengers. With this boarding procedure, the passenger flow is as fast and efficiently as the Boeing 747 jumbo jet.

At the moment Infologic and Fraport are on speaking terms about a Content Management System. In combination with real-time flight information, Frankfurt can display all kinds of multimedia content in one display.



### Zero down-time

For over 11 years, Infologic faced almost zero down-time. Highly skilled Frankfurt staff together with the 24/7 support desk of Infologic guaranteed full and professional support and system availability.

### On-site

Each month Infologic provides an employee on-site for assistance in the further configuration of the FIDS. The employee assists in the creation of layouts and changes to display definitions. The on-site assistance helps in managing a close customer partnership.

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