



Solutions to Transform your Passenger Journey  
Airport Sector

Access Control Solutions • Tensabarrier®  
eQ™ Single Line Queuing Call Forward Systems • Tensator Virtual Assistant

## Tensator Leading the Passenger Journey

Tensator is committed to becoming the definitive global leader in the management of the 'Passenger Journey'. Understanding the pressure for improved efficiencies, incremental sales and profit growth within the airport and travel sector, Tensator commits to providing airports and airlines around the world with a diverse range of revenue and margin enhancement, labour saving and customer experience solutions.

The passenger journey should begin from the moment the passenger enters the terminal. It is this 'journey', the in-house experience in its entirety, which will keep the passenger engaged from arrival through to departure.

Tensator airport solutions are proven to:

- Improve operational efficiencies
- Increase revenues
- Transform the passenger experience
- Minimise passenger waiting times & reduce frustrations

## Choose products with inherent safety features

Tensator is the queue management supplier of choice for the airport industry

- Preferred route one supplier for BAA
- Full consultancy service
- Aviation Security in Airport Developments (ASIAD) compliant products
- Tensabarrier® products have passed vigorous serviceability and safety load experiments
- Unlike competitive products, Tensabarrier® posts have a patented braking system that incorporates twin brake shoes. This slow retract technology allows the webbing to fall to the floor upon release and then slowly and safely retract into the post – eliminating the risk of an accident and injury claims
- Tensator offers webbing belts with anti-tamper tape ends, preventing accidental release of the webbing, and panic break tape ends create emergency exit routes within queue corrals



## Create a safe passenger environment

Tensator's access control solutions are designed to help airports and airlines create a safe passenger environment.

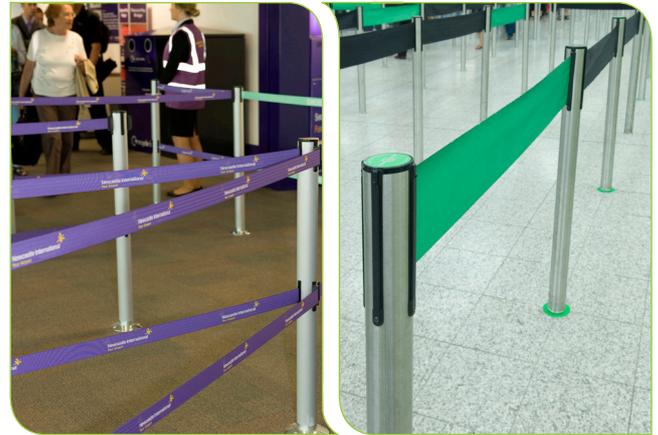
- Aid passenger guidance and create space division within the terminal
- Improve passenger flow
- Reduce passenger waiting times
- Improve operational efficiencies and save time and money
- Ensure high levels of health and safety throughout the terminal



## Provide a clear & visible waiting line

Provide a visible order to the waiting line and help reduce passenger uncertainty as to where to queue, with Tensabarrier® retractable webbing posts.

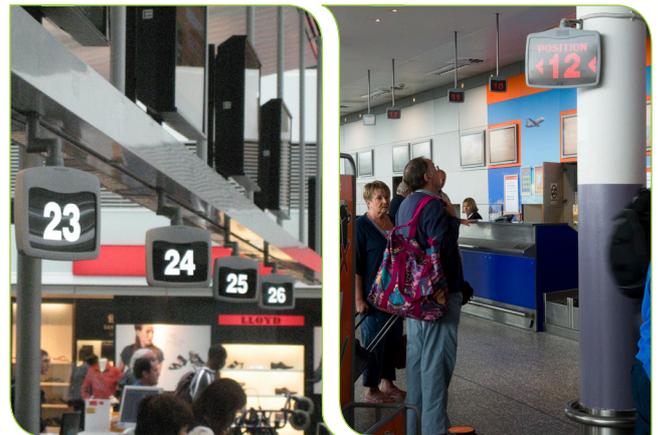
- Increase queue flow with organised queues
- Reduce passenger anxieties and frustrations
- Optimise available space with versatile barrier solutions for on/off peak travel times
- Improve passenger safety and create emergency exit routes within queue corrals
- Reduce the risk of injuries and claims through the deployment of barriers that have passed extensive service ability and safety load testing



## Speed queue flow

Tensator's Electronic Call Forward Systems serve passengers in the order they queue. Trialled, tested and proven to increase efficiencies, reduce service times and manage the distribution of waiting passengers to available service positions.

- Reduce service times by up to 30% and improve staff utilisation
- Speed queue flow and increase throughput of passengers by up to 5%
- Increase shopping time within the terminal with quicker queues at check-in, security and in the shopping area
- Improve passenger satisfaction and deepen loyalty by eliminating wrong queue frustrations



## Communicate effectively with passengers

The Tensator Virtual Assistant utilises state-of-the-art technology to project an image, which creates the illusion of a live person and provides a unique advertising and instructional platform. It's a next generation digital signage platform that really enhances the passengers' waiting experience.

- Create a clear communication tool for informing passengers
- Increase efficiencies by preparing passengers prior to entering the security process
- Enhance the passengers' travel experience and reduce passenger stress
- Benefit from sales of advertising space and increase spend within the terminal retail outlets
- Add value by conveying consistent security announcements, branding or advertising messages
- Bring messaging to life and fully engage with the passenger to creating a more informative and entertaining wait



# Testimonials

Here's what our clients say \_\_\_\_\_

*"We're always looking for ways to make our customers' journeys as easy and relaxing as possible and the Virtual Assistant from Tensator enables us to provide them with valuable information that can speed up the check-in process."*



**Condor**

*Christian Schmitt, Vice President Ground Operation, Condor*

*"As a customer-centric company, we realise that it is essential, amid all the on-going growth and expansion, that we make the journey through our airport as quick and pleasant as possible. Just like Dubai International, the virtual assistants work 24/7 and will play an important role in helping us to achieve that goal."*



**Dubai Airports**  
Connecting the World

*DXB, Sujata Suri, Vice President, Service Development for Dubai Airports*

*"On each project, Tensator has provided a superior level of service as a supplier to BAA Heathrow of queue management systems, barriers, gates, screens and other related products."*

*"As well as supplying an excellent product, Tensator has also provided an innovative approach, helping each project come up with the right product/solution according to the situation."*



*Mike Myers, BAA*

**+44 (0) 1908 684600 info@tensator.com www.tensator.com**

LONDON

+44 1908 684600

NEW YORK

+1 631 666 0300

DUBAI

+971 4 2997228

PARIS

+33 1 43 09 85 00

FRANKFURT

+49 69 3003 890-0

MADRID

+34 914 904 148

LISBON

+351 211 991 510

WROCLAW

+48 71 359 3800