

Research study: „Digital Identity Management to Enhance the Passenger Experience at Future Airports “

Digital Identity Management (DIM) is widely considered the future technological concept which most influences the passenger journey and improves security, operations and the Passenger Experience at airports. This research gets to the bottom of how DIM should be implemented best to really add value for passengers and enhances their travel journey.

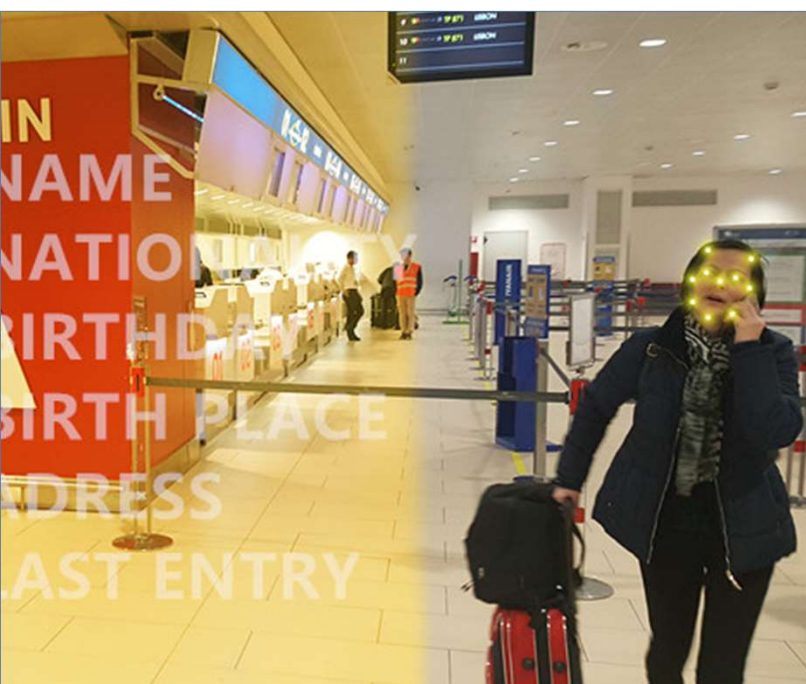
TH Airport Consulting sponsored and supervised a research study on DIM in cooperation with the RWTH Aachen University.

Content

- Summary of the concepts of DIM
- Development of 9 hypotheses regarding effects of DIM on the Passenger Experience
- Evaluation of the hypotheses through expert interviews and terminal simulation
- Recommendations on how DIM should be implemented to enhance the Passenger Experience

Period of Services:
2018 - 2019

RWTHAACHEN
UNIVERSITY



Hypotheses (H1- H9)

(Possible effects of DIM on Passenger Experience)

All hypotheses (mainly H3-H9) were evaluated by

Waiting time (H1) and process time (H2) were evaluated by

Expert Interview

- International Experts from:
 - Airports,
 - Airlines,
 - Governments,
 - Aviation organizations
 - Technology providers

Terminal Simulation

- Passenger terminal model
- Effects of DIM on passenger process
- Effects of DIM on Passenger Experience

Recommendation