MATERNA
IPS intelligent passenger solutions

The leader in
self bag drop

Why Materna IPS?

Materna IPS, the aviation company of the Materna Group, has been a leading player in the aviation industry for over three decades as an international service provider for automated passenger handling for airlines, airports and ground handling companies. Our customers include companies like Lufthansa, easyJet, Emirates, Westjet and Eurowings as well as the following airports: Denver, Toronto Pearson, John Wayne, Montreal, Quebec, Victoria, Fort McMurray, Bangalore, Tokyo Haneda, London Gatwick, Oslo, Stockholm, Vienna, Athens, Budapest, Milano Malpensa, Bergamo, Hamburg and Berlin. With over 150,000 daily bag drops and an industry leading number of installations, Materna IPS takes No. 1 position in self bag drop.

Our well-proven one-stop-shop portfolio consists of kiosk check-in, baggage drop-off and access solutions. We are a dynamic team with certified project managers and experenced software developers. We accompany our customers from consulting and selection of the appropriate solution to service management and on-site support. For a seamless travel experience, we integrate biometric identification as well as payment services into our solutions.

As a longstanding IATA member, we actively drive the market, contribute to the creation of new standards and are present at all the relevant hotspots for the industry.
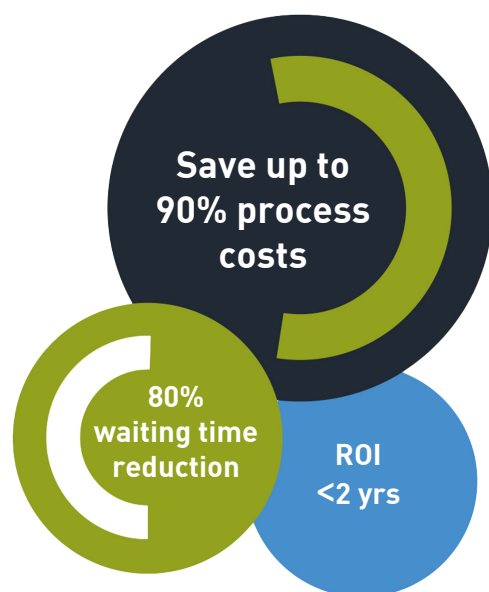
A great way to start a trip for your passengers.

Benefit from No.1
self bag drop solutions

- ✔ No queues – fast process
- ✔ Quick amortization through optimal workload management
- ✔ High cost savings

Save up to 90% process costs

80% waiting time reduction

ROI <2 yrs

Oustanding self bag drop solutions

As airports and airlines have to meet the challenges of increasing passenger numbers, stricter security and cost regulations, they have to concentrate on improving passenger handling processes. Their common objective is to speed up check-in and baggage drop-off to reduce waiting times at those touch points. Materna IPS offers self-service solutions for optimized passenger convenience and has been delivering automated baggage drop-off systems based on modern technology for about 20 years. Depending on the specific solution and whether a one- or two-step process is offered, process times for self-service bag drop have been reduced to just a few seconds. Where passengers had to stand in line in the past, they can now use simple and intuitive systems to just scan their bag tags and drop off their luggage.

Check-in

Web check-in Pax.Go Flex.Kiosk

Pax.Go Tag.Go

Access

Access.Gate

Bag drop

Flex.Go double unit Flex.Go hybrid version Drop.Go A Drop.Go B Drop.Go C

Multiple options - one unique user experience

With our quick and easy-to-use self bag drop solutions, we deliver modular and customizable systems to airlines, airports and ground handlers. As a pioneer in self- service solutions we continuously improve our products which provide both one-step and two-step processes for self-service bag drop. You can choose your individual greenfield or retrofit solution for a perfect fit.

All Materna IPS bag drop solutions are compliant to compliant to IATA standards such as IATA RP IATA RP 1706c (CUSS) and IATA RP 1701c (Self Bag Drop, Check-in) and support multiple airline Departure Control Systems (DCS).

- Quick and easy-to-use
- Short queuing times
- Process time reduction down to 10 seconds
- A single floor walker can handle multiple bag drop units
- Intuitive applications
- Easy integration into existing infrastructure
- Biometric data identification
- Payment integration

Greenfield solutions
Flex.Go – a modular self bag drop system. One design. Comprehensive. Future-proof.

One of the common goals of airlines and airports is to provide their passengers with a pleasant experience and smoothly running services before their departure. Today, however, the increasing number of passengers and strict security requirements as well as the effort to minimize the risk of infections create major challenges. In addition, airports must remain competitive and rely on efficient passenger handling. In order to ensure this in existing terminal environments, our self-service solutions help airports and airlines to automate their processes. Automatic baggage drop-off is playing an increasingly important role here.

Since every airport is unique and has different requirements and needs,we have developed a flexible system that, thanks to its modular approach, offers numerous options for simplifying the bag drop process.

Our Flex.Go system has an elegant design and offers quick and easy self-service, resulting in a more efficient and streamlined process with no queues at the terminal. With Flex.Go we help to increase capacity and throughput significantly.

The modularity of our concept allows multiple options to integrate the systems into existing infrastructure and to offer technologies such as biometrics, RFID and payment.
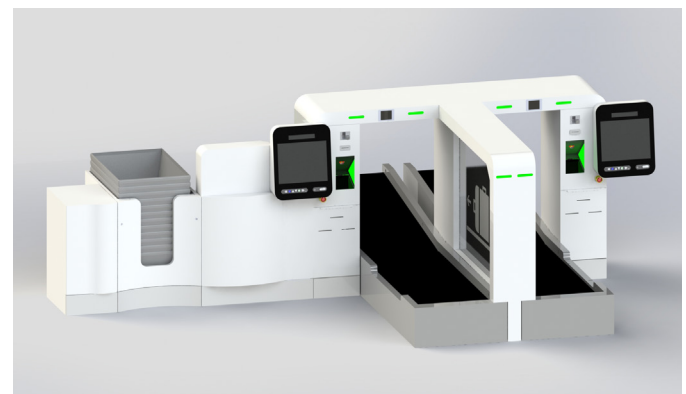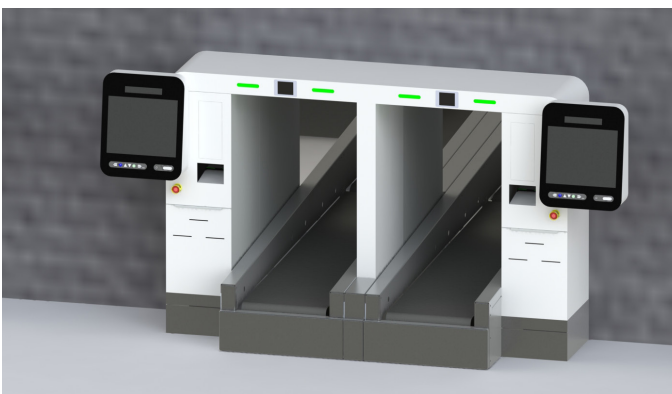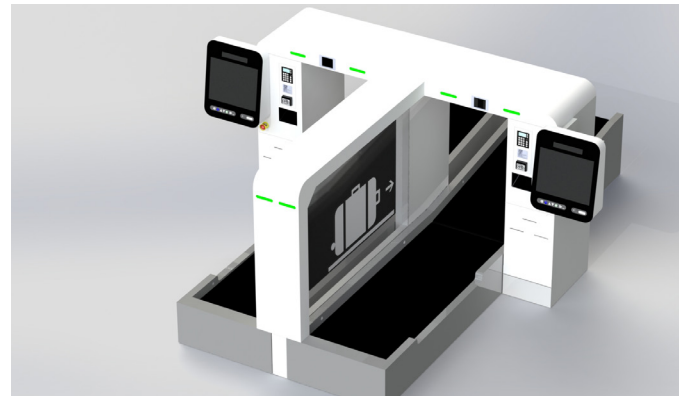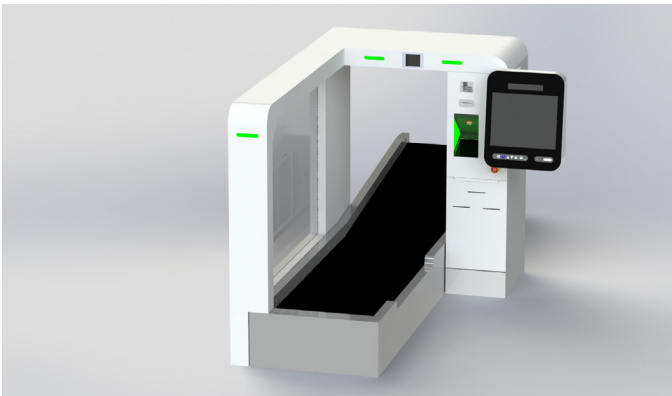
Flex.Go – the modular concept

Various unit options

Flex.Go offers single or double units as sideloaders or frontloaders either as standalone or integrated systems. This provides maximum flexibility to meet the requirements of our customers. The conveyor belts as well as the cladding can be inserted into the Flex.Go easily. We can deliver nearly every size of conveyor with flexible belt-widths and lengths (standard: 600 mm usable belt-width).

Since there will always be occasions such as peak times or any other specific incidents, where the service of a traditional airline agent will be a useful addition, Flex.Go is also available as a hybrid version. It comes with a customizable desk and holds a fully equipped CUTE/CUPPS workstation, so that airlines can switch between pure self-service or traditional agent mode on the fly when needed.

- Single lane (left/right)
- Double sideloader
- Double frontloader
- Integrated double frontloader
- Hybrid version for optional agent mode

Flex.Go – the modular concept

Customizable device options

Adjustable monitor height: Flex.Go features a 19" touchscreen by default that can be adjusted individually without the need for tools.
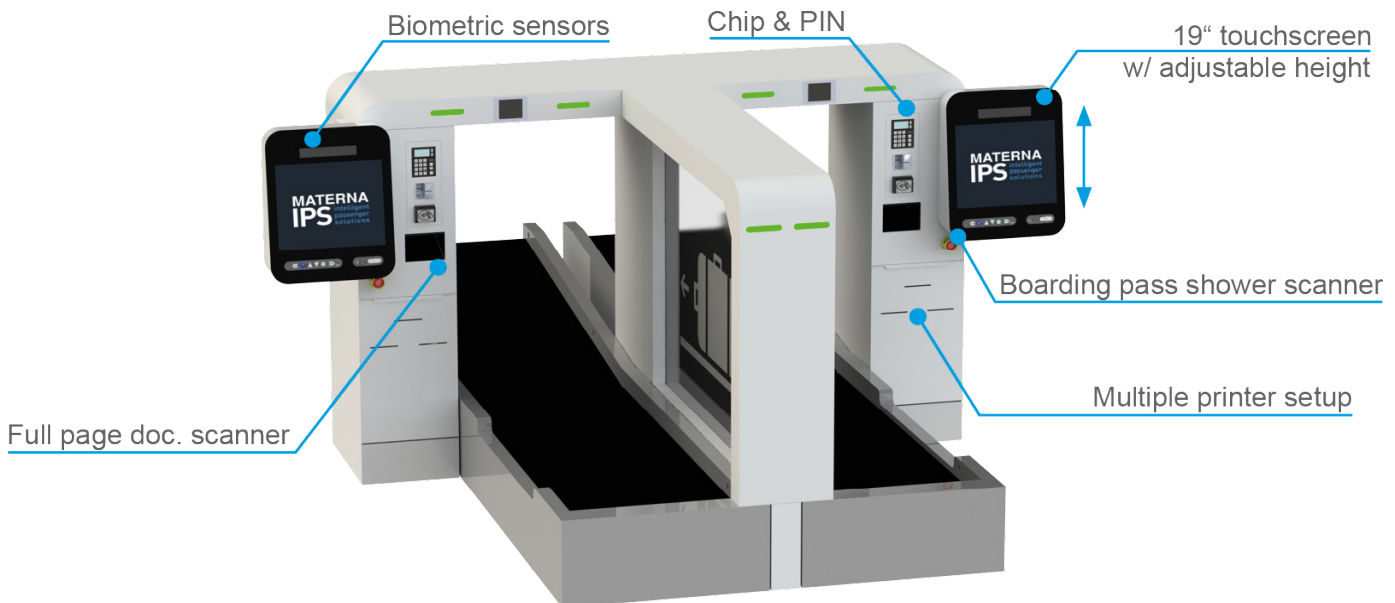
Multiple printer setup: Flex.Go is designed to hold up to 3 printers in an easy accessible drawer. It is capable of 1-& 2-step processing whereas the usage of a 3rd printer (bag tag) enables the automatic switch over feature between bag tag rolls which leads to less disposable waste and more sustainability.

Advanced technology for conveyability checks: As a next generation SBD, Flex.Go provides an integrated camera system for carrying out automatic conveyability checks and tub detection. With a high level of accuracy, the shape and dimensions of the bag are measured and used for a volume check and classification. The same camera solution can help to prevent inadmissible objects from entering the airport's BHS.

Customizable input devices – from document scanner & payment to biometrics:
- Ergonomic doc. shower scanner
- Full page boarding pass scanner ADA Nav-Bar
- Payment functions (card reader, pin-pad, NFC)
- Face recognition / iris scan / ID checks
- Lockable printer drawer

Biometric sensors

Chip & PIN

19" touchscreen w/ adjustable height

Boarding pass shower scanner

Multiple printer setup

Full page doc. scanner

Flex.Go – designed to meet your needs.

Optimal space for passenger handling

Due to its very compact dimensions, Flex.Go occupies only a very little floor space and fits perfectly into the terminal environment. Passengers benefit from the generous space and privacy it provides while they carry out the drop-off process.
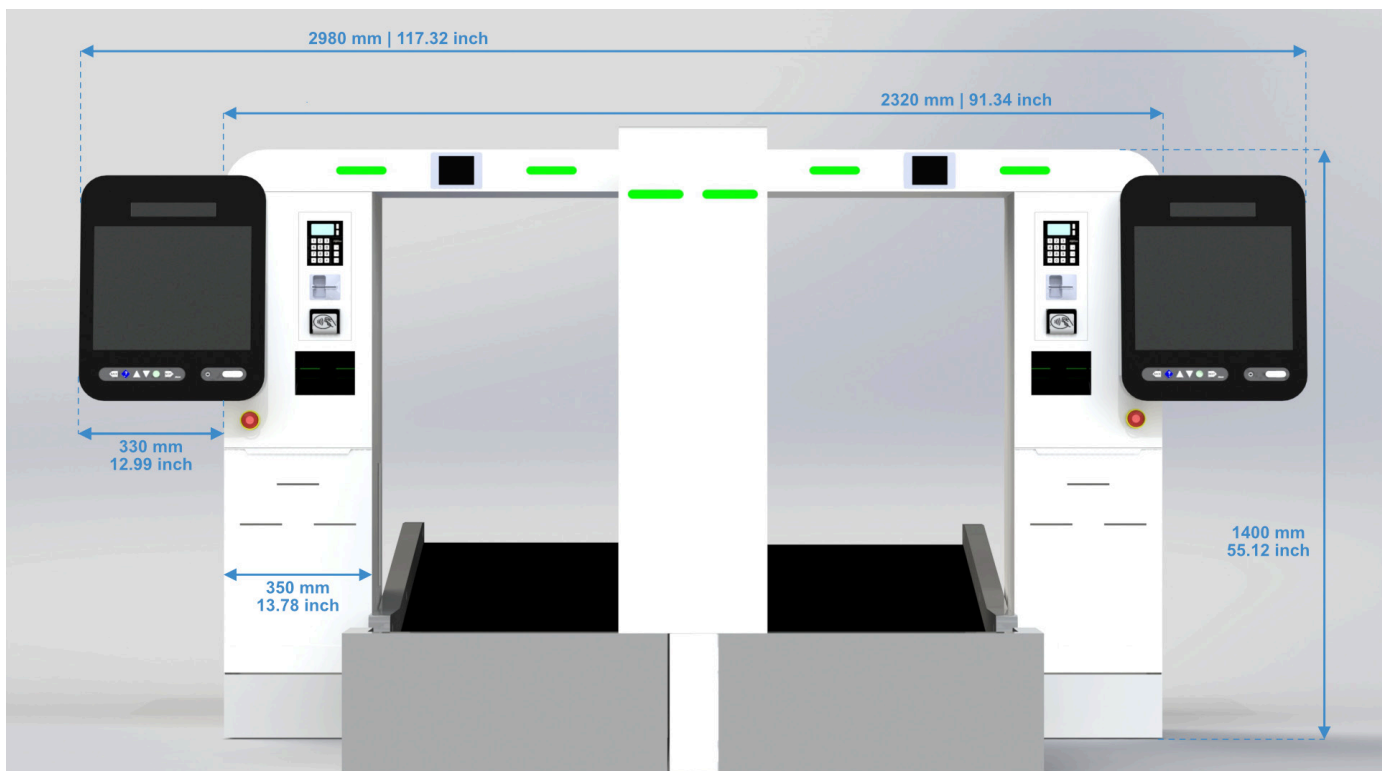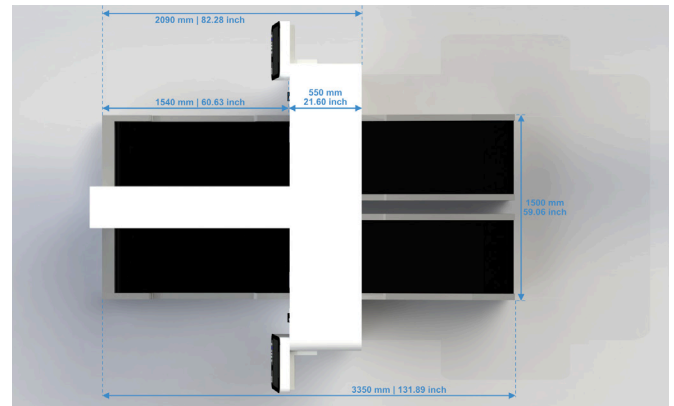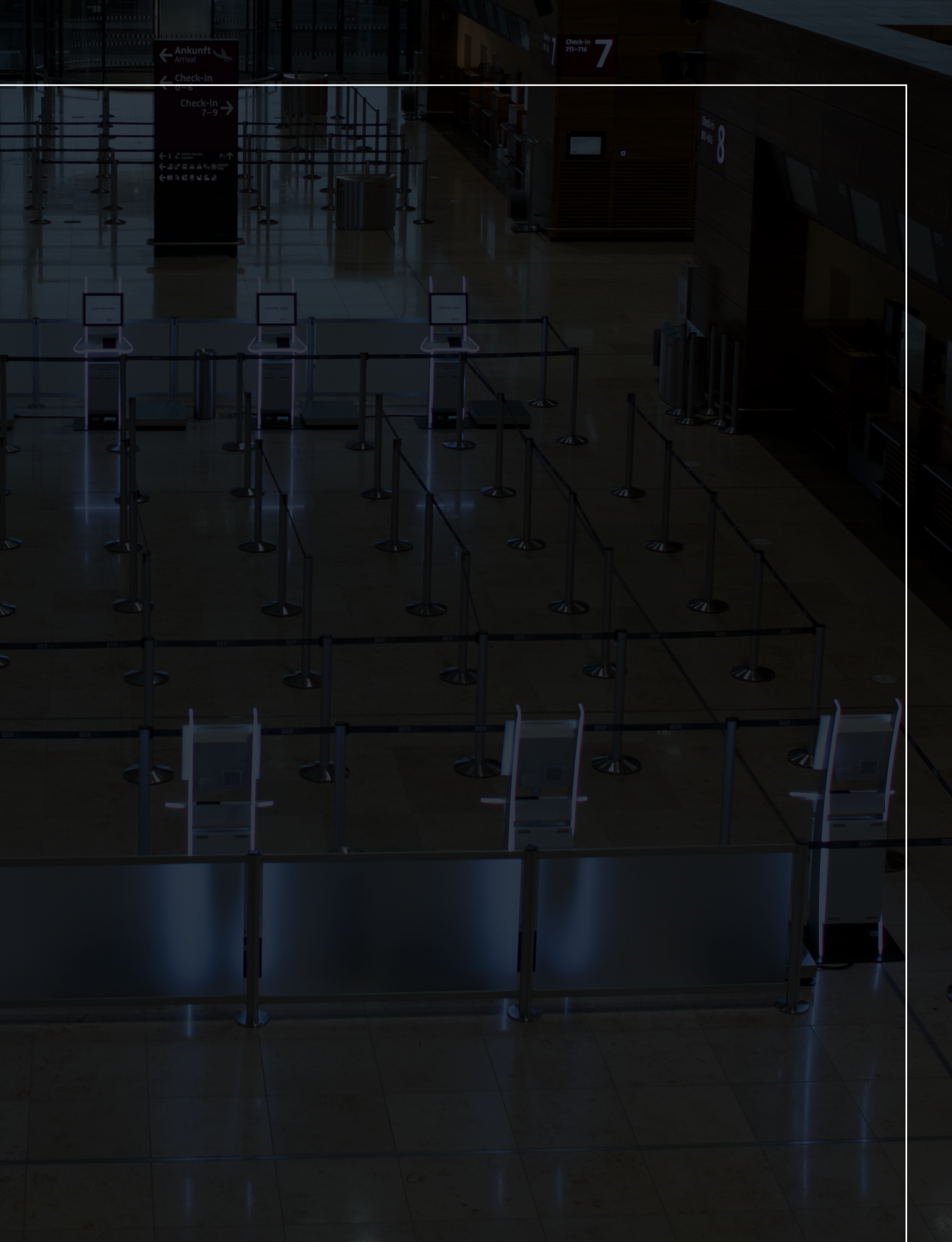
Look & feel

With its elegant design and material options the Flex.Go goes the extra mile when it comes to greenfield installations by giving you the opportunity to pick colors and design elements within the airport when designing the Flex.Go exterior.

With high-quality galvanized steel, powder coated with a fine structure matte RAL 9003 color and decent illuminated glass dividers, Flex.Go provides a sophisticated look by default. Nevertheless our experts are looking forward to create any customized look that matches your individual requirements.
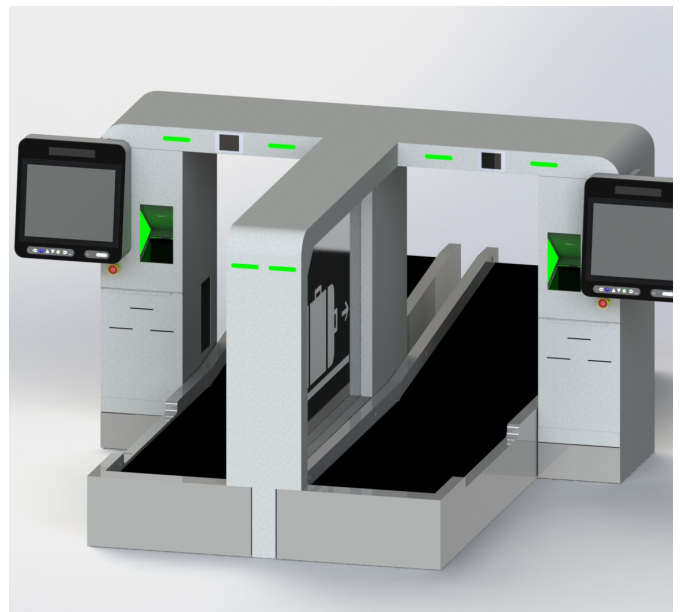
- Custom RAL color
- Stainless steel
- Colored glass
- Wood look

Greenfield solutions
Kiosk series

Airlines and airports want to offer their passengers the best possible service, but at the same time cost-efficiency is an issue in order to remain competitive. Also, as terminal space is limited, airports must find ways to smoothly and quickly process their passengers. Materna IPS self-service kiosks are the economical way to accelerate processes such as check-ins and baggage drop-offs resulting in less queuings and more satisfied travelers.

Whenever airports refurbish or build new departure terminals, they can choose the one from our kiosks that best suits their individual needs.

All kiosk models provide capability for both check-in and self bag drop and have been developed for international markets.

Pax.Go – Berlin Brandenburg Airport, Germany
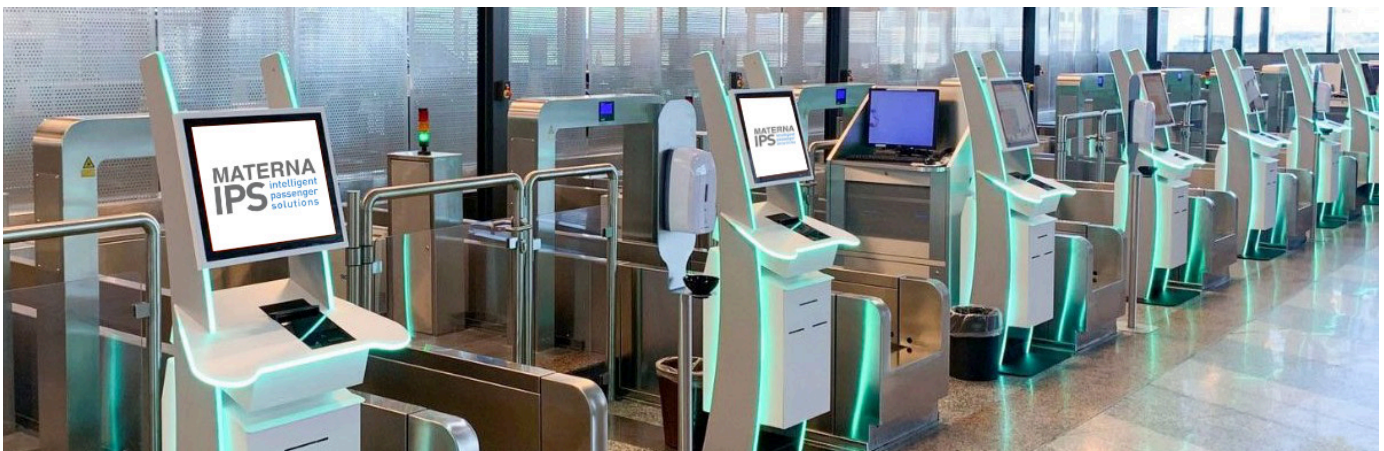
Pax.Go – Milan Malpensa Airport, Italy

Choose your solution

Originally designed for being the 1st step of a 2-step installation, Flex.Kiosk features the same design as our top-of-the-line Flex.Go SBD unit. It also follows the same wellproven modular approach and enables space-saving and intuitive passenger handling.

The Pax.Go, on the other hand, features a very own, unique design that allows screen sizes of up to 32".

Both kiosks offer a multiple printer setup that allows them to handle 1-step and 2-step processing. These highly versatile machines feature state of the art technologies such as full page document scanner, biometrics, RFID, Chip and PIN payment and can even be operated completely touchless when equipped with Materna's innovative Touchless.Connect feature.

Thanks to their fully customizable exterior (material, colors, LED strip illumination etc), these kiosks go the extra mile when it comes to taking up certain airport or terminal colors and design elements in order to perfectly adapt to their environment.

Flex.Kiosk   **Pax.Go**

2-step processing

In the early days of self-service check-in and bag drop, it was a trend to have a combined process for passenger and baggage check-in while today more and more passengers are already checked in before they even arrive at the airport. To cope with growing numbers of passengers heading for the actual bag drop and as a result lining up in front of the SBD units, a 2-step bag drop process does not only provide a noticeably higher passenger convenience but also has an economic impact, too.

Existing check-in kiosks can be used to print bag tags separately, so travelers can take the time they need to attach their tags.

Usually there are more kiosks (for bag tag printing) than SBD units to spread passengers and possible delays before they proceed to the SBD, since the quickest part is to drop an already tagged bag.

Tag.Go

The Tag.Go is specifically designed as the first step of a 2-step process, where passengers simply scan their boarding pass and print out their bag tag. It is easy to use, even completely touchless and can be fully customized (bio-metrics, custom RAL colors, built-in scanners & printers) to suit the airport's needs. When equipped with 2 printers, customers benefit from the automatic switch-over feature. Not only causing less floorwalker actions to re-fill printers, this sustainable approach also means less disposable waste of expensive bag tag material, since bag tag rolls can be used up to the very last bag tag.

Tag.Go
Bag tag application

Quick and easy-to-use – we deliver a bag tag application that runs directly on our Tag.Go solution. Depending on the airport´s needs this application can be supplied for different IPS hardware as well as for thirdparty systems.
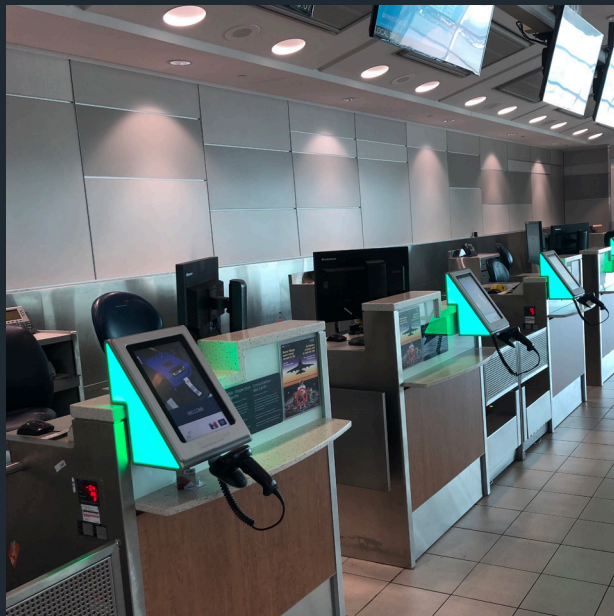
Retrofit solutions
Drop.Go series

Drop.Go A
Swedavia Stockholm-Arlanda, Sweden

Drop.Go B
Vienna International Airport, Austria

Drop.Go C
Toronto Pearson Airport, Canada

The Drop.Go series provides freestanding self-service bag drop systems for quick and easy 1- or 2-step processes with optional printing. The solutions can be simply mounted and integrated into existing check-in counters without any changes to hardware installations. For a typical retrofit solution, passengers have already printed out their bag tag at a check-in kiosk or the Materna Tag.Go when they use the drop-off unit. With these self bag drop versions, passengers just make a few clicks on the intuitive menu, scan their bag tags and the luggage is ready to go. Installation upgrading protects your infrastructure investments and helps your airport develop and adapt to traffic and passenger requirements.

Retrofit solutions
Drop.Go series

Drop.Go A

- Small footprint
- Easy assembly
- 2-step solution

Drop.Go B

- Easy integration
- Bag tag
- 1-/2-step solution

Drop.Go C

- Counter-mounted
- Intuitive use
- 2-step solution

Recommended retrofit combination
Flex.Beam

Flex.Beam is the perfect way to extend retrofit SBD installations by adding automated scanning functions for both baggage and bag tags. It comes with a slim housing which is mounted above the conveyor belts ensuring perfect access for the passenger to drop off the baggage. It uses several high-resolution industrial cameras to detect objects and read barcodes. It is also apable of reporting user interference during the baggage check-in process.

Common Use
Self-Service

Our self bag drop systems are based on the international Common Use Self-Service (CUSS) standard. This allows airlines to deploy their own applications on self bag drop equipment around the world without having to redevelop or adapt them each time. First, the passenger selects the airline on the screen and scans his boarding pass. The baggage is then placed in the marked area on the conveyor, where it is automatically measured and weighed. After that, the kiosk prints the baggage tag with the barcode to be affixed to the baggage. This just needs to be confirmed on the screen, and the baggage receipt is issued. Baggage cannot be transported onward on the conveyor belt until it is correctly labelled. Scanners identify errors or misuse of the kiosk immediately.

Materna systems for self bag drop provide either standstill scanning or scanning on the move depending on the model. If required, we can add features such as baggage classification.

Airport Management Tools

As well as supporting our customers in the aviation industry with consulting services and self-service hardware and software, we also deliver appropriate technology solutions in form of professional management applications for airports operations, providing statistical data and configuring their Materna IPS systems. We have developed various software tools to help our customers with their daily operational work at the airport.

Your benefits

maximum reliability   easy configuration   real-time notifications   application management   surveillance and statistics

Ground Manager: Self-Service Device & Passenger Management w/ Mobile Devices

The IPS Ground Manager App delivers kiosk and passenger management via mobile phone or tablet right on site. It provides service staff with a quick and flexible overview of all self-service devices and their status. The status overview includes all applications and hardware operated on a self-service device. The IPS Ground Manager App displays notifications for assistance requests or errors and so drastically simplifies the daily life of floorwalkers assisting passengers in handling self-service devices.

Data Manager: Real-time Statistics for Check-in & Bag Drop Kiosks

The IPS Data Manager gives airlines and airports practically a real-time overview of performance analytics such as traffic numbers, upcoming maintenance requirements, failures, downtimes or peak loads in an intuitive dashboard-based control center. The statistical data collected helps to understand and monitor customer experience at selfservice devices and is a powerful tool to optimize customer workflows.

CUSS Manager: Kiosk & SBD Platform Configuration & Management

The CUSS Manager enables airports and airlines to manage SBDs/Kiosks in multiairline scenarios. It is an integral part of the IPS CUSS platform that includes this management software package to provide a comprehensive set of browser-based remote management and administration features. The browser-based application offers great flexibility as it allows daily maintenance work from a remote office desk or directly on the self-service device.

Apps Manager: Configuration & Maintenance of server-based Applications

As a web-based application the Materna IPS Application Manager allows airlines to do object-oriented and complex kiosk- and SBD application configurations. It simplifies the control and maintenance of Materna IPS applications and provides time-based as well as time-limited configurations. The Application Manager's file management also handles the up- and download of application resources like images, videos and document templates.

Facts

> 150,000
OUR BAG DROPS
WORLDWIDE
PER DAY

> 300,000
CHECK-INS
PER DAY

> 100
AIRPORTS

>1.000
INSTALLATIONS

19.1 secs
CHECK-IN-
WORLD
RECORD

Every **0.58 secs**
A PASSENGER
DROPS
A BAG USING
MATERNA

80%
WAITING TIME
REDUCTION

3 x less space
MASSIVE
AMOUNT
OF AIRPORT
SPACE SAVED

50 %
INTEGRATION
OF THE WORLD'S
TOP 20 AIRLINES

Already
simplified!

Bengaluru

Spirit Airlines

Vienna

Lufthansa

Toronto

Tokyo
Haneda

Swedavia

Gatwick

Berlin

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