

MATERNA
IPS intelligent
passenger
solutions



Flex.Family
Passenger Self-Service
at its best



About us

Airports all have a common goal, to make their passengers' travel comfortable, stress-free and easy. At the same time throughput and efficiency play an important role when it comes to economic success. Many airports invest in future-proof technology such as self-service systems to handle increased passenger traffic. These systems also help reducing contacts when needed and make the passenger experience safe and quick.

With our long-term experience and huge know-how in Common Use Self-Service solutions we understand market requirements and listen to our customers. Our passenger handling systems for check-in, bag drop and secure access are in operation at many airports worldwide.

With Flex.Go - our flagship product - Materna IPS holds No 1 position in self bag drop.

“ We have further developed the customer experience together with Materna who have provided an innovative system for an easy and comfortable self bag drop process at Tokyo International Airport HANEDA. ”

Yuya Yamazaki
Facilities Planning IT Solutions
Tokyo International Air Terminal (TIAT)

“ The self bag drop helps a lot with social distancing and minimum interaction or need for the use of the full service counter. ”

Julian Tiburcio
Station General Manager
Spirit Airlines, USA

“ We have had some amazing customer reactions. People are excited to take care of their own bags. And even though we are still in the initial phase of the project we already see the benefits. ”

Richard Hayward
Manager Customer Service
Toronto Pearson Airport, Canada

Flex.Family

Self-Service systems to serve your passengers



After introducing the Flex.Go Self Bag Drop system back in 2020, Materna IPS proudly announces an entire product line based on its flagship – the Flex.Family. With a total of six products, the Flex.Family now offers the perfect solution from all new greenfield to smaller and more specific retrofit installations, whether it be check-in or self bag drop. All products continue not only the modular approach but also the elegant design and the use of the latest technologies of the Flex.Go.

Introduction Flex.Family

The Flex.Go SBD system itself has already convinced many customers at numerous airports worldwide including Tokyo Haneda International Airport (HND), Chicago O'Hare Airport (ORD) and Dallas Fort Worth International Airport (DFW) due to its elegant and modular concept providing the best possible fit.

When it comes to maximum versatility, the Flex.Kiosk is the top of the line. Its main variant provides check-in functionality, features a multiple printer setup and can be fully loaded with technologies such as biometrics, RFID and Chip & PIN or Smart payment. Take all these features, add an independent power supply at the bottom of the housing and retractable wheels and you have the Flex.Mobile. A kiosk that runs an entire day on a single charge and can be set up pretty much anywhere you want.

Featuring a slightly narrower display as the main variant, the Flex.Tag is specifically designed as the 1st step of a 2-step SBD process and lets already checked in passengers quickly scan their boarding passes to print out their bag tags.

When focused on a 1-step SBD process, Flex.Kiosks can easily be combined with the Flex.Beam, that is simply mounted above the conveyor belts and adds automated scanning functions for both baggage and bag tags. Of course, Flex.Beam can also be fitted to any other retrofit SBD installation so that customers can benefit from the continuous use of already existing check-in counters.

For customers looking for a small and light way to retrofit SBD functionality to their existing infrastructure such as baggage handling systems (BHS) or counters, the Flex.Drop is the way to go. Mounted on counter fronts, it has a minimal visual impact but provides highly accessible service access. Depending on its customizable setup, it is capable of 1- or 2-step SBD processes and can also be perfectly complemented by the Flex.Beam if automated scanning is needed.

All products can be equipped with additional features such as smart payment or biometrics meeting the airports' and airlines' individual wishes and therefore guaranteeing the perfect fit.



Our flagship product Flex.Go 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. Flex.Go offers single or double units as siders 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 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.



Multiple housing variants

Single & double units, front- & sider, hybrid version.



Accessibility

Design, construction heights & optional components enable passengers w/ accessibility needs to preserve their autonomy.



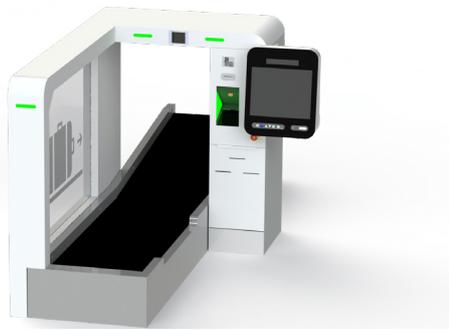
Customizable interior

Various document scanner options, multiple printer setup, payment, etc.

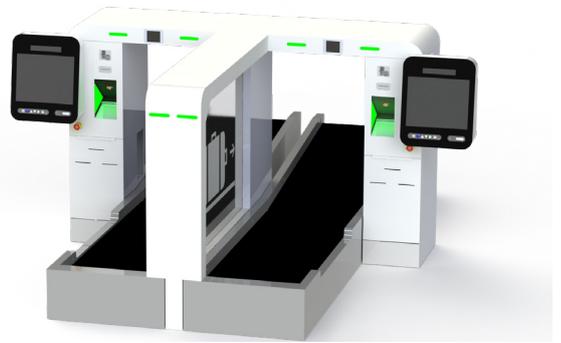


Customizable look & feel

Decent illumination, custom RAL colors, LED edge-lit glass.



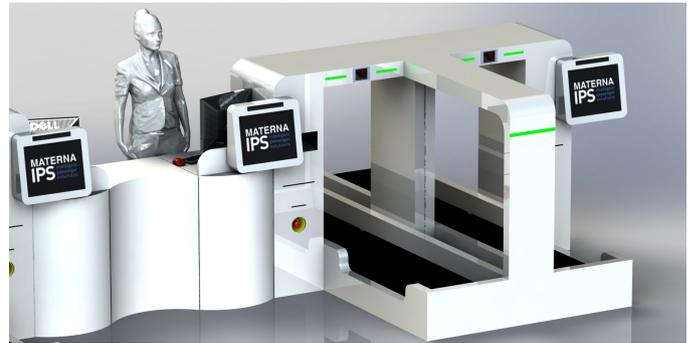
Single Unit



Double Unit



Frontloader Unit - optional wall integrated



Hybrid Version

Biometric Set-up

Whenever airports or airlines want to even improve passenger comfort and at the same time increase safety, the integration of biometrics at certain touchpoints helps. Our products provide a fully integrated biometric set-up for passenger identification.

Flex.Family systems can be equipped with state-of-the-art technology and devices to provide a seamless travel experience for passengers following the IATA OneID concept. A highly advanced biometric facebar that tilts itself up and down to automatically adapt to the passenger's size allows identification in under a second.

Materna IPS has been working with the U.S. CBP (Customs and Border Protection) program and TSA (Transportation Security Administration) since quite a while and is part of several biometric development groups.



With its various configuration options, the IPS Biometric application allows different OneID steps to be performed. Our technologies can identify passengers using 1:n matching or via 1:1 identity verification.



Passenger enrollment (registration)

A passenger will be enrolled with his/her biometric identity and (if available) with either passport and /or boarding pass data.

References

Materna IPS has already implemented this solution at Tokyo Haneda (HND) and with Spirit Airlines at several airports throughout the US.



Passenger identification (1:n matching)

A passenger will be identified using his/her biometric identity checked against a biometrics database.

Benefits

- Face recognition
- Available for specific touchpoints
- Different hardware options



Passenger ID Check (1:1 matching)

A passenger will be verified against his/her biometric identity and the biometric images read from passenger's passport.

Why Materna IPS

In cooperation with our specially selected biometrics partners, we guarantee reliably high recognition rates.



Flex.Kiosk

The Materna IPS Flex. Kiosk is based on the Flex.Go design and its modular approach. That way it can be adjusted perfectly to the airport environment. Depending on the customer's preferred setup, it guarantees seamless passenger handling, whether as a check-in kiosk (19" touchscreen) or a tagging machine (13.3" touchscreen).

Especially its small frame makes it the optimal choice for airports that are looking for a space-saving solution that is adaptable to any airport environment. It features a fully customizable exterior (material, colors, etc.) as well as interior (input devices, printers, etc.).

Due to the multiple printer setup, Flex.Kiosk handles both 1-step and 2-step processing and offers technologies such as biometrics, RFID and Chip and PIN payment. With its multi-functional approach, the kiosk adapts to any customer requirement and can be set up on different locations.



Space saving

With its small frame it's adaptable to any airport environment.



Multiple printer set-up

Capable of 1- or 2-step SBD processes.



Payment function

Passengers can pay any additional charges directly at the point of request.



Mobile option

Can easily be moved to heavily frequented touchpoints during peak times.

Flex.Mobile

Airports that need to be even more flexible can opt for our Flex. Mobile solution, which has the same features as the Flex.Kiosk.

In addition, Flex.Mobile is equipped with an independent power supply and retractable wheels, so it can easily be moved to heavily frequented touchpoints during peak times.





Flex.Tag

The Materna IPS Flex.Tag is specifically designed as the 1st step of a 2-step bag drop process. The first step, where passengers simply scan their boarding pass and print out their bag tag, is followed by the baggage check-in at one of the airports SBD kiosks.

That way the Flex.Tag helps avoid queuing in the terminal. In addition, it is easy to use, even completely touchless and can be fully customized (biometrics, custom RAL colors, built-in scanners & printers) to suit the airport's needs. With its small frame, the Flex.Tag is easy to integrate into any airport environment.



Less queues

Can help to avoid queuing throughout the terminal.



Accessibility

Design, construction heights & optional components enable passengers w/ accessibility needs to preserve their autonomy.



Customizable interior

Various document scanner options, multiple printer setup, payment, etc.



Effortless integration

Is adaptable to any airport environment.





Flex.Drop

Our Flex.Drop is specifically designed to easily retrofit self bag drop functionality to existing infrastructure such as baggage handling systems (BHS) or counters. Picking up various design elements from our Flex.Go SBD unit, the Flex.Drop is intended to be mounted on the counter front.

With a built-in bag tag printer and a boarding pass shower scanner (optional full page scanner), both 1-step and 2-step SBD processes can be realized. The forward-opening printer box is highly accessible and allows quick service or re-fill actions. Thanks to the intuitive user interface of the SBD application displayed on the touchscreen baggage check-in time can be reduced to 10 seconds.



Space saving

Directly attaches to counter fronts.



Multiple printer set-up

Capable of 1- or 2-step SBD processes.



Easy to service/ re-fill

Highly accessible forward-opening printer box allows quick service.

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 bar codes. It is also capable of reporting user interference during the baggage check-in process.



Various options - Most possible flexibility

**Flex.Go - row setup
with tub dispenser**



**Flex.Go Hybrid
combination for
self-service and
agent mode**



**Flex.Kiosk combined with
Flex.Beam scanner**



Our Flex.Family series follows a modular concept that includes different self-service products for a seamless 1-step or 2-step bag drop process in any airport environment. That way, customers can choose between different options depending on their individual requirements to provide passengers an enhanced

travel experience. Whether it is one of our retrofit or greenfield solutions, all products can be adapted to the needs of the airport by means of various add-ons such as biometric identification or payment.

For more information:
www.materna-ips.com