



ARINC and IBM Secure a Major Contract for Passenger Kiosks at Heathrow Airport

April 6, 2010

Annapolis, Maryland—ARINC Incorporated and its subcontractor IBM today announced the receipt of a four-year, multi-million USD contract for new software technology and check-in kiosks at Terminals 1, 3, and 4 of Heathrow airport. It will be the largest deployment of common-use self service (CUSS) kiosks at Heathrow and will serve in excess of 18 airlines.

ARINC's customer is BAA, the owner and operator of Heathrow and five other UK airports. The Airline Operators Committee (AOC) at Heathrow actively participated in the procurement process.

Under the contract, ARINC will temporarily upgrade 150 older check-in kiosks in the terminals with new IBM software for improved operation, beginning in April. This phase will be followed by a complete replacement of all older kiosk units, to begin in September. A total of 202 new IBM kiosks will be installed by the first quarter 2011. The installation will be fully managed by ARINC, which will also provide service and support for older kiosks until they are replaced.

"ARINC is extremely gratified to receive this important award from Heathrow, the world's busiest international airport," stated Tony Chapman, ARINC EMEA Senior Program Director, ITS. "We are also indebted to our team member IBM for their comprehensive support and cooperation, which greatly helped us to secure this win against very strong competition."

ARINC won the contract against a number of other suppliers in a competitive procurement that started in mid-2009. With the Heathrow contract, ARINC and IBM now account for more than 60% of all common-use CUSS kiosk deployments in the world. Some of the world's leading airlines will be among initial users of the new kiosks.

"IBM has worked with a large number of airlines and airports around the world for many years and is dedicated to developing smarter ways to make airport operations more efficient and cost-effective," said Stuart Wilson, Associate Partner, IBM GBS Travel & Transportation. "Customer service is a major priority for the travel industry today so delivering the next generation of common-use airport check-in kiosks to London Heathrow International Airport will make a real difference to the passenger experience." For more information, visit the web page at www.ibm.com/travel.

ARINC Incorporated, a portfolio company of The Carlyle Group, provides communications, engineering and integration solutions for commercial, defense and government customers worldwide. Headquartered in Annapolis, Maryland with regional headquarters in London and Singapore, ARINC is ISO 9001:2008 certified.

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