Proof Of Concept Internet check-in kiosk with Brussels Airport

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IBM has installed the first Internet check-in kiosk at Brussels Airport, in a trial set-up.

The Internet Check-In kiosk is an innovative and new concept, which complements the existing CUSS* kiosks facilities already available at various airports. An obvious example of a well adopted CUSS kiosk implementation is the IBM CUSS kiosks installation implemented at Amsterdam Airport Schiphol.

The additional Internet check-in functionality allows for a cost effective and user friendly porting of the web check-in application of airlines to the self-service kiosks at the airports. It provides direct access to the Airline reservation site in an IBM developed controlled browser environment that allows for touch-screen user interface and restricted web access.

9 airlines have been selected to participate in this project, with a strong interest for the new concept.

The solution proposed by IBM allowed differentiation from other suppliers by allowing to combine on the same kiosk CUSS and Internet applications. This combination gives access to shared check-in facilities for smaller airlines, which cannot afford to develop and maintain a CUSS application.

Note*: CUSS stands for Common Use Self Service. It is a shared kiosk offering convenient passenger check-in whilst allowing multiple airlines to maintain their own branding and functionality. It is a dedicated application compliant with standards defined at the IATA level. Internet kiosks use the existing Internet application of the airlines, whilst adding a number of functions and limitations in order to avoid improper use of the kiosks. Up until now, most of the self-service check-in kiosks deployed at airports have been CUSS kiosks, preventing a number of airlines from taking advantage of this facility.