

simplifying your  
**PASSENGER'S  
JOURNEY**  
from home till destination



# Materna Integrated Passenger Services (Materna *ips*)

**Materna *ips* accompanies airline passengers throughout their whole journey: from web check-in at home, through all the handling points at their departure airport and right through to the service kiosk at their destination airport.**

Materna with its brand Materna *ips* is one of the most renowned suppliers of self service systems for airports and airlines in the world. As a longstanding member of IATA the company develops software for self service systems to provide passengers with convenient check-in and baggage drop solutions. Materna implements its systems including the hardware and software and takes care of maintenance and operations in its own certified data centre in Germany. Materna provides a one-stop-shop with solutions based on IATA standards such as CUSS, CUPPS and CUWS.

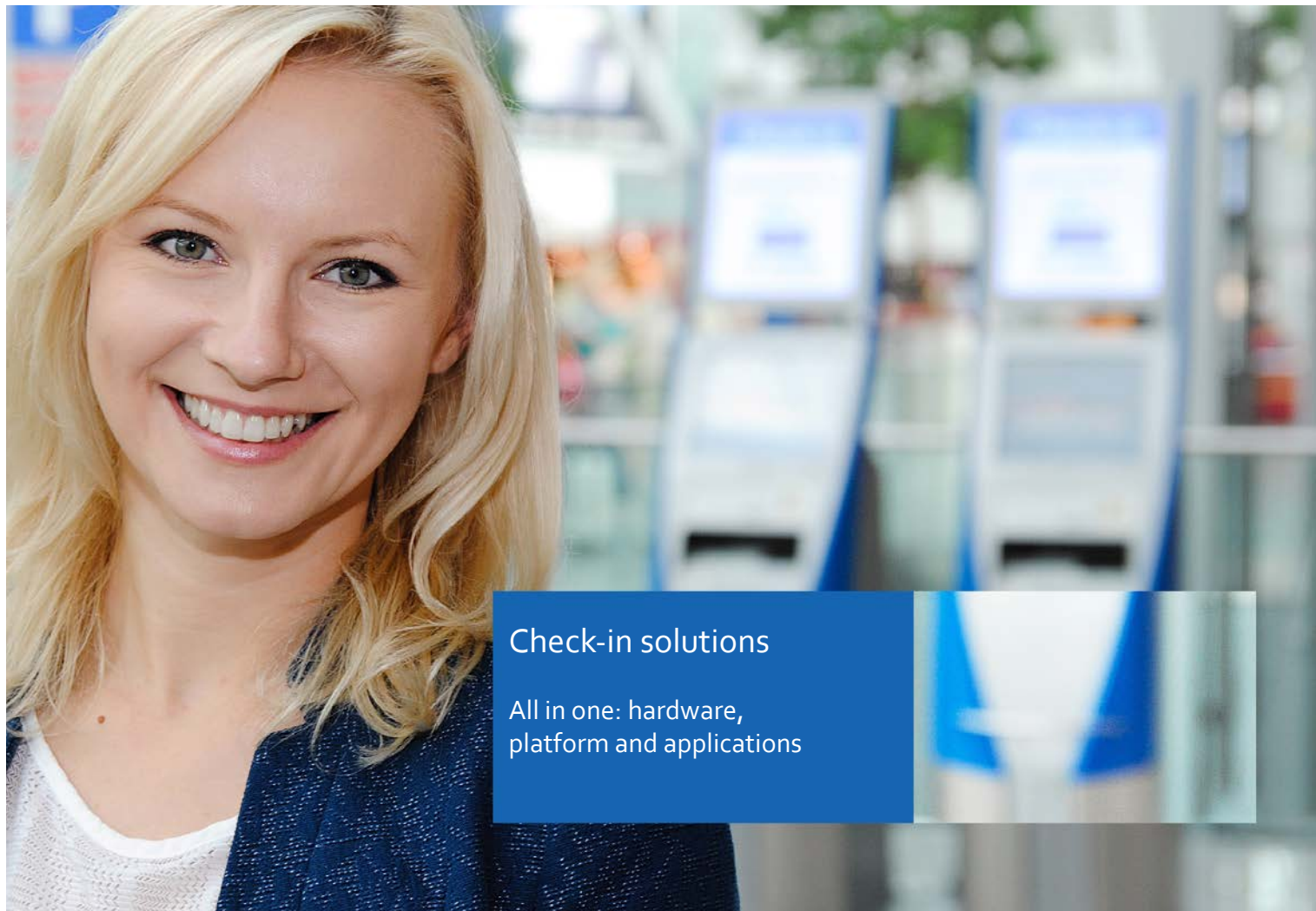
As a long-term IATA member Materna was actively involved in the definition of common use standards. After Materna's acquisition of DSG Bagdrop AS, a renowned

specialist for self-service bag drop solutions, the companies now join forces and provide a first-class self-bag drop product portfolio that strengthens Materna's leading international position in the dynamic market segment of automated passenger handling.

For airports and airlines around the world, Materna solutions simplify a wide range of processes, minimize the costs and simultaneously increase efficiency and security. The integrated passenger services by Materna can be simply integrated into existing systems and infrastructures and are based on state of the art technologies and standards.

Materna *ips* is part of the Materna group, which has its headquarters in Germany and employs more than 1,700 staff members around the world.





## Check-in solutions

All in one: hardware,  
platform and applications

# Check-in solutions

**Materna delivers solutions for kiosk check-in at airports as well as for mobile and web check-in.**

Based on its certified CUSS platform, Materna implements check-in applications according to CUSS principles, if requested as an individually tailored solution.

These solutions are in use at several airports around the world since many years. A CUPPS platform for staffed counter check-in completes Materna's portfolio. Materna also supplies various hardware solutions to airports and airlines. These include its own PHOENIX check-in kiosk, which is already being successfully deployed by customers in many European countries. Depending on the region, Materna works with different hardware partners.

Materna's products and services are ready to handle biometric functions at check-in. In this way customers are already well-prepared for additional requirements in the future.

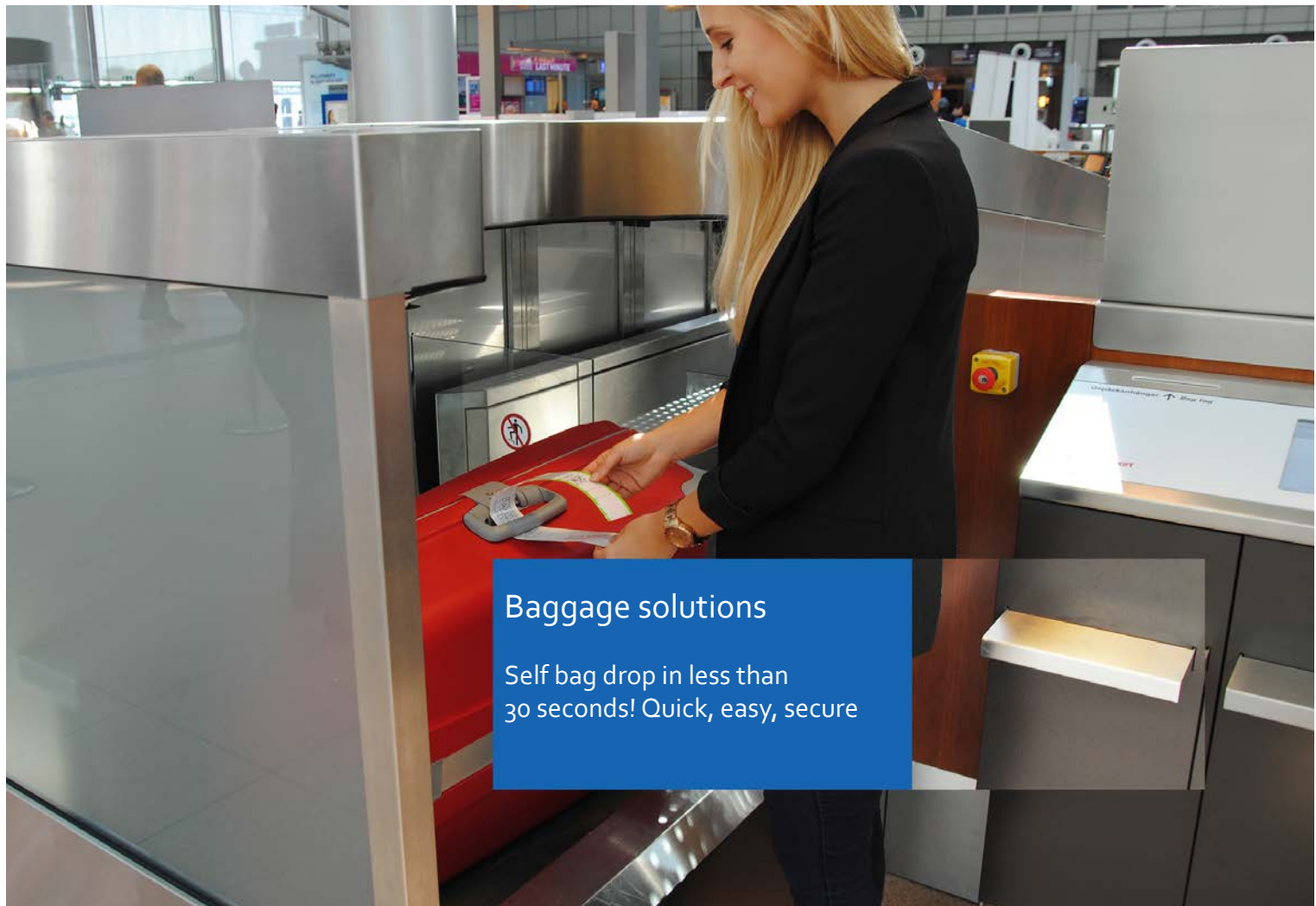
The software is based on IATA standards, is simple to use and can be adapted to individual airline brands.



## Our portfolio includes

---

- Kiosk hardware
- CUSS platform
- Self check-in applications
- Web & mobile check-in
- CUPPS platform
- Biometrics



## Baggage solutions

Self bag drop in less than  
30 seconds! Quick, easy, secure

# Baggage solutions

**Many years of experience with automated baggage handling made Materna a leading supplier of self bag drop solutions.**

Materna offers integrated solutions, from hardware design and procurement through to implementation and installation on site. Materna complies with the most stringent security requirements and integrates its solutions precisely in existing environments which in turn leads to more customer satisfaction.

These innovative solutions implement real common use self bag drop, so that the hardware and software can be used jointly by different airlines. Materna customers can choose between several self bag drop solutions. This includes different design options for green-field installations as well as retrofit and hybrid versions. All versions are ready for the integration of biometric functions.

## **Something completely new:**

The cabin luggage check for the automatic inspection of hand baggage. The system identifies the bags and verifies the compliance with the specific airline rules for cabin luggage.

This ensures that only bags which are of correct size and weight will be accepted as hand luggage and avoids time delays while boarding the aircraft.

As all Materna solutions the cabin luggage check is a real common use application.



## **Our portfolio includes**

- Self bag drop hardware
- CUSS platform
- Self bag drop applications
- Conveyability check
- Cabin luggage check
- AAA compliance
- Biometrics





## Security

Secure access for more safety  
and convenience



# Security

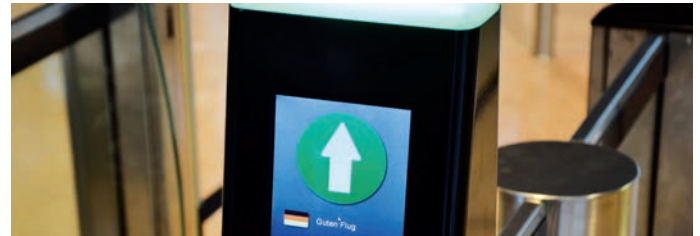
**To further improve passenger security and convenience Materna also offers a secure access software solution which carries out electronic checks on boarding passes before entering airside areas.**

After check-in and baggage registration passengers use their boarding passes to enter the security area via the "Secure Access Point". The Materna software for secure access scans the boarding pass barcode and immediately checks if the data on the boarding pass represents a valid flight and whether the passenger should gain access. This prevents boarding passes being misused.

The secure access boarding pass scanner is able to read all kinds of paper and electronic boarding pass formats. Depending on passenger flow, the secure access software can be installed as single or multi-lane gate.

The system provides additional information about statistics, peak times, passengers' residence details etc. For the convenience of passengers the application can display the walking time to their gate or any gate changes.

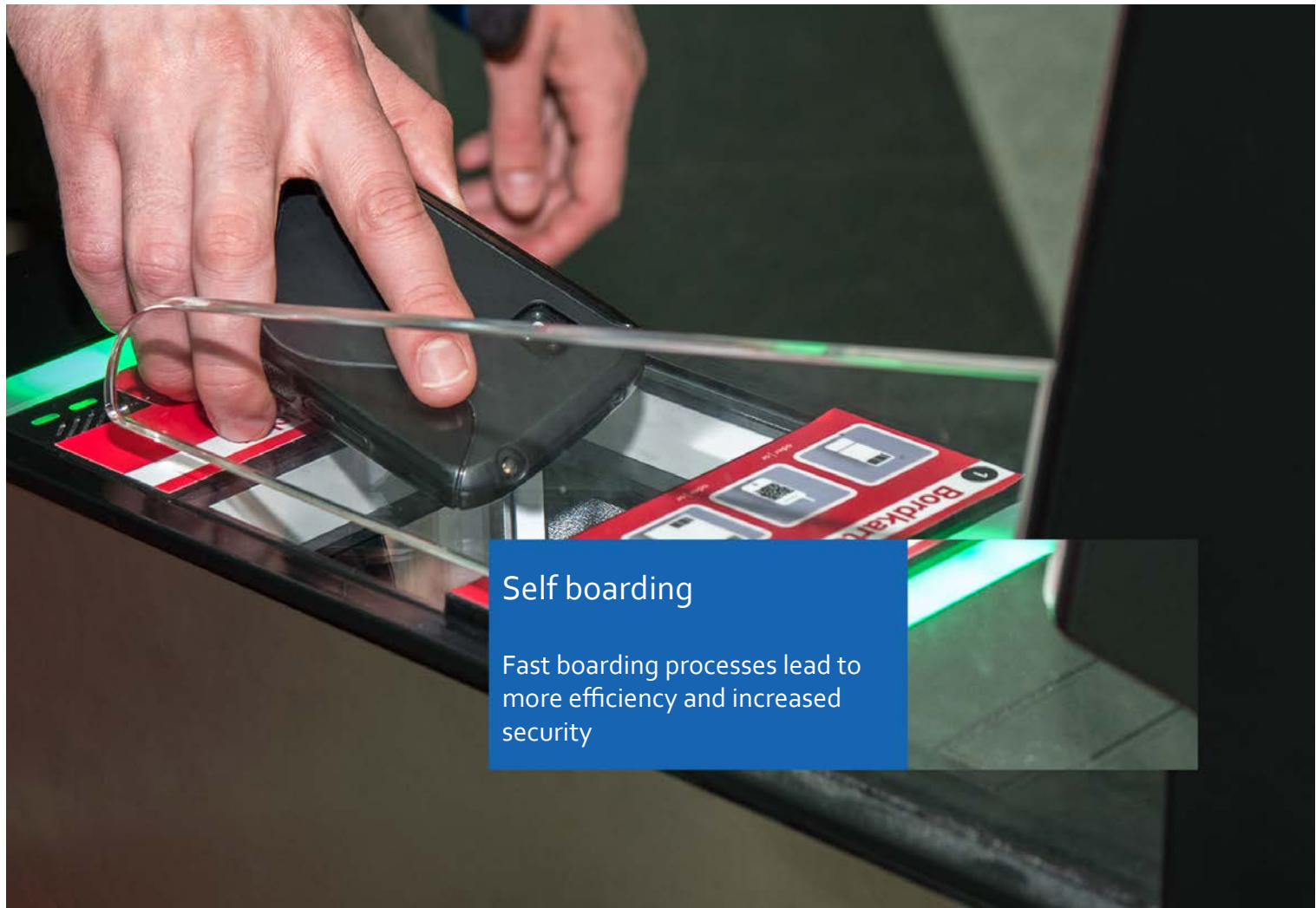
Secure access can also be used as fast lane or pre-security gates. In addition to this Materna offers solutions for attended security checks.



## Our portfolio includes

---

- Secure access application
- Automatic gates
- Fast lane & pre-security gates
- Biometrics



## Self boarding

Fast boarding processes lead to more efficiency and increased security

# Self boarding

**Materna's self boarding gate solution optimizes boarding processes significantly.**

Using self boarding gates with Materna software applications the vast majority of passengers can check their boarding passes themselves. These gates enable the flow of passengers to an aircraft to be controlled and managed in a secure and comfortable way. Agents can then use their time to concentrate on passengers who need extra attention and support. Due to the certified standards, the gates can easily be integrated into common use environments. It is also easy to integrate this solution in dedicated environments.

The self boarding application can be integrated simply into the airlines' and airports' infrastructure and provides all the data and passenger information that is needed. If required, the solution can also be equipped with a biometric data identification function, such as face recognition.

Materna's self boarding can be operated in attended or unattended mode and can be integrated in CUTE and CUPPS environments.

Materna also provides its own gate portal for showing and analyzing statistical data of the gates in operation.



Our portfolio includes

- Self boarding application
- Self boarding gates
- Biometrics



## Payment services

Quick and easy payment handling  
for excess baggage directly at  
the kiosk



# Payment services

**With Materna's payment solutions passengers get the best possible service for making integrated payments at kiosks or via mobile devices.**

One of the most future-oriented topics for airlines and airports right now is payment for passenger surcharges. Passengers with excess baggage need to be able to pay the relevant charges according to each airline's specific rules. Materna has now enhanced its solutions for this market to include payment services.

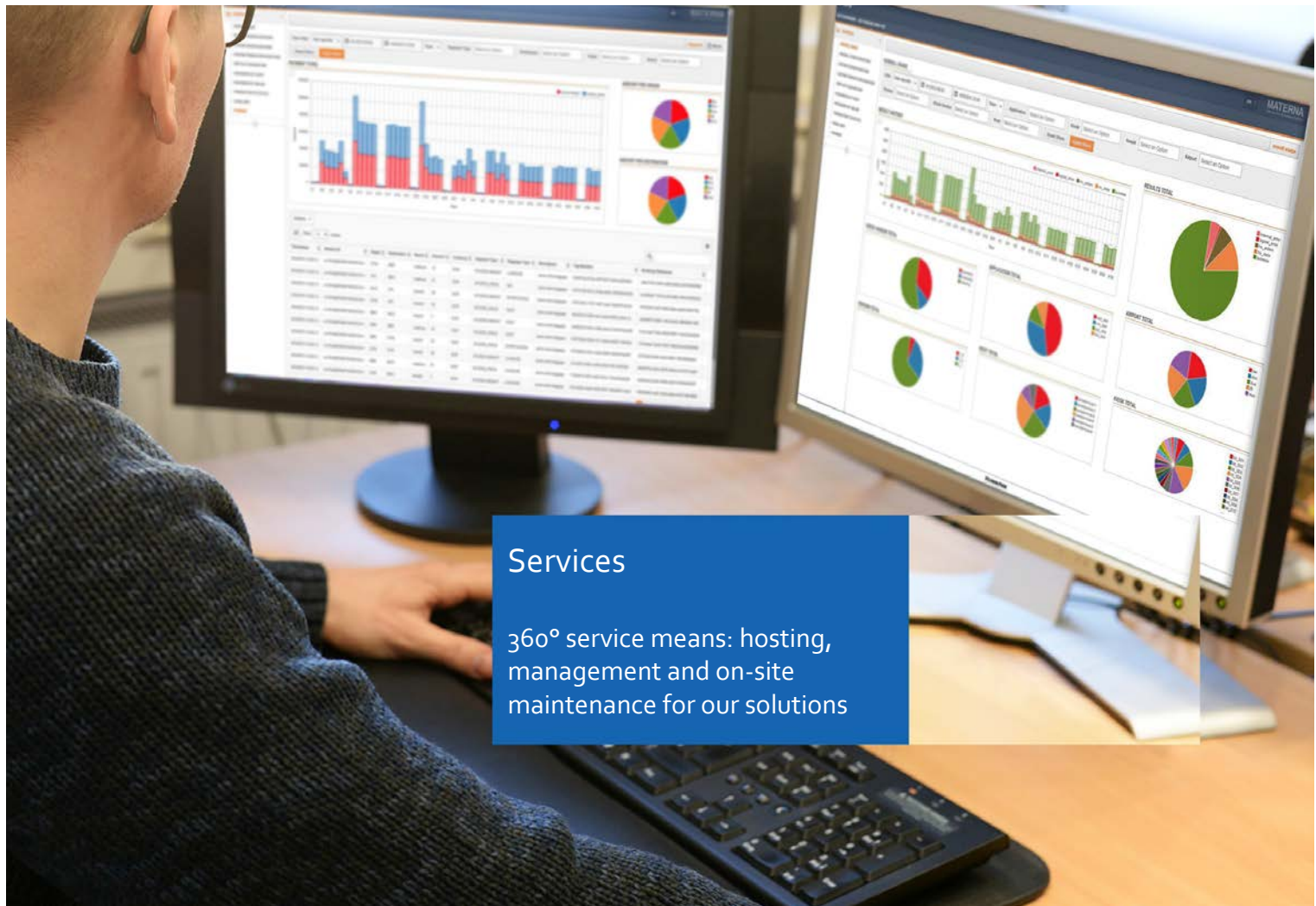
Materna payment services help to maximize service and efficiency when it comes to using mobile payment devices or kiosk functions. Payments for excess baggage can be made quickly and easily directly at the kiosk. Passengers are able to use their credit cards to pay such charges at the self bag drop kiosk or via a mobile payment device handled by a floorwalker.

Materna has integrated this payment service into its solutions to provide another valuable function for airlines and airports.



## Our portfolio includes

- Common use payment
- Dedicated payment
- Mobile cash desk
- All payment services offered for: check-in, self bag drop, lounge access, ancillary services



## Services

360° service means: hosting,  
management and on-site  
maintenance for our solutions

# Services

**Besides platforms and applications, Materna also delivers hosted services in its own professional data centres.**

In many projects Materna takes responsibility as general contractor for the system integration and software as well as for operating and maintaining the solution. Customers are pleased to rely on Materna's outstanding IT expertise, their certified data centre and the well-proven team of experienced maintenance technicians. A team of certified IT specialists and project managers guarantees customer-oriented, high-quality and well-proven services. They believe in clear and constant customer dialogue as well as straightforward processes. Operational services deliver professional hosting and management for customer solutions. Materna's range of products and services includes customer-oriented monitoring, statistics and analysis provided by customized tools for comprehensive reports and statistics.

The Materna dashboard complements the Materna services. Whether the number of baggage pieces at each bag drop unit or passenger numbers at the self boarding gate, all actions are recorded automatically to deliver information and figures immediately. The dashboard allows real-time surveillance of all units in the solution.









Supporting and taking care of customers is also something very close to Materna's heart. With a reliable network of partners Materna takes care of on-site customer liaison and support all over the world. This approach means Materna is also much in demand as a partner on an international level.

The field services guarantee customer-oriented on-site maintenance for their solutions. With own service engineers, Materna ensures swift and reliable services to guarantee the highest levels of assistance and support. The team of service technicians is responsible for ensuring operations. This covers servicing and preventive maintenance for the machines and on site repairs. These services also include the complete logistics and storage.

### Our portfolio includes

---

- Operational & field services
- Application hosting
- Administration, monitoring & dashboard
- Delivery and installation
- Remote online
- On-site services





Departures

# Some of our customers

With its expertise in simplifying the passenger's journey Materna *ips* is proud of numerous references all over the world. Airport and airline customers trust in the company's products and solutions for integrated passenger services.





**MATERNA***ips*  
integrated passenger services

Materna *ips* is one of the world's most renowned suppliers to airports and airlines. We are part of the Materna group, a leading ITC consulting company based in Germany with around 1,700 employees worldwide.

Materna GmbH  
Voßkuhle 37  
44141 Dortmund-Germany  
Phone +49 231 5599 00  
Fax +49 231 5599 100  
[sales@materna-ips.com](mailto:sales@materna-ips.com)  
[www.materna-ips.com](http://www.materna-ips.com)