Ink

Ink Touch is the most advanced mobile passenger services app. It is a set of secure modules that replaces desktop processing.

The future of passenger services is now and it is mobile

Technology is changing the airport experience. Mobile services will soon be the way every airport processes its passengers.

Why? Because mobile services are the best way to overcome two of your biggest challenges:

1. How do you visibly improve the passenger experience?
2. How do you achieve this while reducing cost?

Ink Touch is the answer to both questions

Ink Touch has been designed to make life better for your agents, your passengers and your bottom line. Our app is simple, intuitive and empowers your staff to provide an engaging and memorable service to your customers. While helping you save costs that are just not possible with legacy technology.

Only Ink provides you with such a rich software suite that replaces CUTE, CUPPS, desktop-based Departure Control Systems (DCS), Bag Drop, Boarding and other systems. Our mobile hardware prints boarding passes, bag tags, scans barcodes, reads ID for APIS and takes credit card payments.

If you're interested in a smart, cost effective way to overcome common operational challenges, then Ink Touch is for you.

1. **The passenger experience could be so much better**
   Passengers don't like waiting around. And they hate delays even more. Yet in airports they've come to expect long, slow moving queues. Many see airports as something they have to endure.

2. **Your agents do not have the best tools**
   Currently stuck behind desks (with bulky equipment that belongs in the 1990s), they're unable to provide the kind of customer service that passengers expect. Existing technology and processes are just not designed for the airport of the future.

3. **It's hard to find further cost reductions.**
   You always seek efficiencies to reduce costs, but without fundamental changes to the way things are done, savings are only incremental. And improving service levels at the same time is almost impossible.

Ink gives clients the freedom to make the step changes they have always wanted to. The freedom to problem-solve with our technology.

There is another way

Imagine a completely different airport experience: Agents with the mobile tools that deliver truly ground breaking customer service exactly where and when it's needed.

Imagine the profile your brand will achieve when you cut people's waiting times and provide the help they need, when they need it. You'll build an army of loyal customers.

Imagine a host of new opportunities to raise revenue, cut costs and streamline your operation.

Imagine fewer delays, fewer mistakes, fewer desks and all achieved with greater productivity.

You don't even need to imagine what that will do to your bottom line.

How does Ink Touch make this a reality?

By being truly mobile - Some so-called mobile solutions are more like carrying around a small laptop, which usually ends up placed on a counter anyway. Ink Touch really is mobile. It runs on the most capable and secure iOS devices.

By empowering your agents - Agent do not need desks to offer excellent service, or to sell ancillaries. In fact, they're better off without them. Ink Touch allows your sellers to sell directly to passengers.

By processing passengers faster - Tackle queues wherever they are: at check-in, bag drop, security lines or boarding gates. This is not just queue busting. Ink Touch does every passengers queuing for.

By drastically reducing hardware - Each component fits in the palm of your hand. Each component is fully mobile. Altogether, Ink Touch has mind boggling functionality you'd never have thought possible.

By making it simple - Screens are beautifully designed and effortless to use. Training is fun and fast.
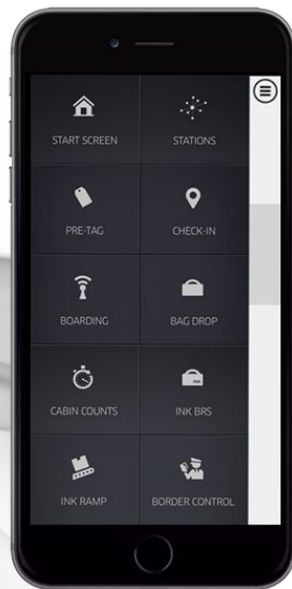
Print real IATA 740 baggage tags and send active/inactive BSM messages

What is integration of Ink Touch like?

Ink Touch uses Ink Cloud so plugging into your infrastructure is straightforward.

Better yet, Ink does not charge for system integration. So you can migrate your passenger services to mobile without fear of implementation headaches.

Free, no hassle integration
Ink Touch integrates with any DCS or CRS over four weeks of technical development; working with any protocol, API or SDK. If your system can communicate, Ink can communicate with it.

Ink uses your existing specifications
Greatly reduce the workload on your side by reusing any pre-existing interface.

Proven implementation experience
Our experienced team has successfully integrated with many hardware and software systems. We have yet to come across a problem we could not solve.

Robust and reliable infrastructure
We know the importance of service reliability. That's why we've designed, built and maintain our systems to exceed 99.99% uptime.

Virtually zero staff training costs
Ink Touch does not need an instruction manual. Users swipe and move between gorgeous screens with a natural flow. Ink has designed an intuitive experience, making life easy for your teams.

Architecture

INK TOUCH

PRE-TAG	CHECK-IN	BORDER CONTROL	TIMATIC
BAG DROP	BOARDING	APIS	DEPARTURE FEES
RAMP	CABIN COUNTS	ANCILLARIES	BRS

INK CLOUD

INK DCS	INK AODB	INK INFRASTRUCTURE	WEB SERVICES
E-TICKET CONTROL	SCHEDULE MANAGEMENT	MIS REPORTING	CUTE INTERFACE LAYER
INTERLINE (IATCI)	FLEET MANAGEMENT	SECURITY FRAMEWORK	AUTHENTICATION
APIS CONNECTIVITY	LOAD CONTROL	RULE ENGINE	MESSAGING

CUSTOMER

RESERVATIONS SYSTEM	OPERATIONS SYSTEMS	IN-HOUSE MIS / BIS	IN-HOUSE /3RD PARTY DCS

Ink Check-in

Serve passengers, wherever they are

When passengers arrive at check-in and see long snaking queues their hearts sink. You may want to open more desks but you can't. So people just have to wait. And wait.

Ink Check-In dramatically shortens waiting times without expensive desk space. Your agents rapidly check passengers in, printing their boarding passes from a mobile printer. And only Ink Touch allows check-in offline, so you process passengers long before they reach the airport.

Quick guide to this module

- Check-in faster with handheld devices
- Give agents the ability to serve where they're needed most
- Reduce your desk count and fixed equipment

Ink Pre-tag

Bag Drop just got smarter and faster

With the growth of online check-in, airport queues have shifted from check-in desks to bag-drop. So your passengers still have a frustrating wait.

Ink Pre-Tag uses a handheld scanner and mobile bag tag printer, so agents can now serve passengers wherever they are. A single boarding pass scan prints IATA compliant bag tags for all of the passenger's bags.

Not only does this speed up the bag drop process, your agents can now offer a more personal and engaging customer service. It's a great way to elevate your brand in your customers' eyes.

Quick guide to this module

- Reduce waiting times at bag drop
- Provide superior customer service
- Print IATA compliant bag tags on the go

Ink Bag Drop

Put the 'drop' back into Bag Drop

Bag Drop was meant to be a place to quickly drop off bags after checking-in online. It was meant to be fast and hassle-free. Yet so many people now use online check-in, it has become an operational bottleneck itself.

Ink Bag Drop changes that. One scan of a boarding pass instantly retrieves the booking. The agent updates the weight, which prints a bag tag from our lightweight mobile printer. Ink mobile tags have BSMs and are identical to desktop printed tags.

When used with Ink Pre-Tag, reduce the transaction time even further: agents only need to scan the tag and enter the weight because bags are already tagged.

Quick guide to this module

- Simple flow to speed up Bag Drop
- Mobile printers issue IATA compliant bag tags
- Add Ink Ancillaries (A.C.E.) to collect Excess Fees at Bag Drop

Ink Boarding

Faster boarding is within your grasp

Ink Boarding is an easy-to-use boarding system, providing your agents with all the functions of desktop boarding in the palm of their hand. Just one second between boarding transactions means the system scans passengers faster than they could pass through the gate.

Single agents use Ink Boarding to handle the entire flight boarding process without fixed scanners, PCs, laptops or keyboards. And 100% mobile means agents can carry the device to their next location. All while avoiding manual recounts and costly mistakes at this critical stage of departure.

Quick guide to this module

- Handheld mobile boarding application
- Scan passengers in just one second
- Reduce number of agents required at the gate
- Easily integrate with your existing DCS

Ink Turn

Raise On Time Performance through the roof

Every aircraft turn needs to run with clockwork precision. Missing slots costs your operation money and, worse yet, annoys passengers.

There are many parties to coordinate for every single turnaround. Without a tool like this, it could be days or weeks before you receive a Delay Report on paper.

Ink Turn records events and exposes a central timeline to all parties. Integrate with their systems to automate activities and data. Ink Turn does not just passively records clicks - it is intelligent enough to preemptively start actions and react to the situation.

Quick guide to this module

- Give all partners visibility of a central timeline
- Intelligent event-driven turnaround process
- See the turnaround unfold in real time

Ink Pax Check

Instant and accurate passenger verification

Ink Pax Check verifies whether a passenger is authorised to travel to their destination, comparing their documents against immigration rules.

With zero disruption to your passengers, Ink Passenger Check provides an immediate 'Yes/No' decision to your agent. You avoid immigration fines and deportation costs from expired visas or missing documentation.

It even collects and submits ID details to APIS and Secure Flight, regardless of your location. Technical integration is optional so you can begin hassle-free processing right away.

Quick guide to this module

- Fast, accurate passenger checks
- Get instant 'Yes/No' decisions for agents
- Avoid fines for carrying unauthorised travellers
- 100% accurate and compliant APIS submission

Ink Border Control

Secure passenger flow

Never before have security and immigration officers been able to control the flow of passengers from landside to airside and through immigration with such a sophisticated mobile tool.

Securely scan passport and national IDs at immigration or the boarding passes of outbound passengers to receive instant, clear decisions.

Airports can recapture lost revenue by correctly accounting for outbound passengers without reliance on dubious statistics or partial counts from legacy CUTE.

Quick guide to this module

- Scan passports and IDs at immigration
- Rapid scanning of boarding passes
- Improve accounting reliability
- Cost-effective to deploy across entire border

Ink Cabin Counts

Fast and accurate headcounts. Every single time.

Cabin crew visually check every boarding pass when passengers board the plane. And then take valuable turnaround time to do a headcount. Instead, scan the barcodes with Ink Cabin Counts.

Ink Cabin Counts automates onboard head counts. Cabin crew can now guarantee an accurate figure, while avoiding the need for multiple manual recounts when the numbers don't add up.

Quick guide to this module

- Handheld scanner counts passengers while boarding
- Eliminates human error and costly delays
- Verify the correct passengers are on the correct flight
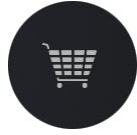
Ancillary Calculation Engine

Sell to your customers with ACE

Stop punishing your passengers by forcing them to queue up again in order to pay for Excess Baggage.

In the most forward-thinking retail stores, customers no longer queue in order to be served. Do the same with your own passenger processes and liberate your sales team from their Sales Desks. While you're at it, throw away their calculators because ACE works out all the ancillary charges for them.

Request a link to your CRS to be able to sell new tickets, upgrades and other types of Ancillaries too. And every sale will be reflected in your Reservations System.

Quick guide to this module

- Upsell anywhere and increase revenues
- System automatically calculates charges with 100% accuracy
- Passengers no longer need to queue twice

Ink Vouchers

Turn a delay into a positive experience

Flight disruptions are incredibly frustrating. Ink Vouchers allows you to issue compensation vouchers for food, drinks, travel and accommodation to affected passengers.

Agents set the value of each voucher and then scan boarding passes to issue them. A detailed reporting function gives a full audit of all issued vouchers.

Although usually out of your control, passengers will often blame you for disruptions. Ink Vouchers allows agents to turn a negative event into a positive brand experience.

Quick guide to this module

- Issue compensation vouchers for flight delays
- Increase speed and accuracy while removing handwriting
- Report on all vouchers issued

Ink Gate Tags

Stop baggage chaos at your gates

Baggage tariffs encourage more carry on luggage. Ensuring baggage that must be relocated to the hold is tagged and charged correctly is a slow process. It risks delays at an important time in the aircraft turnaround.

Currently agents attach manual gate tags and handwrite the passenger information. This is slow, inefficient and prone to human error.

Ink Gate Tags allows agents to scan boarding passes – this prints IATA compliant bag tags with the passenger's details. You eliminate manual activity and greatly speed up the entire boarding process.

Quick guide to this module

- Handheld mobile bag tagging at gates
- Links the printed tag to passenger booking
- Add Ink Ancillaries (A.C.E.) to collect fees

Ink provides smart, simple and effective systems for the aviation industry. We use technology others don't have to solve problems others can't solve.

We create tools that make a real world difference to how you operate. And we're guided by two fundamental goals: a product must help you improve the passenger experience and make tangible cost savings. Otherwise, what's the point?

We may be a new name to you but we've been serving airports, airlines and ground handlers across the world for many years. And we'd love the opportunity to discuss our products with you.

Get in touch today for
an initial conversation.
We promise to inspire you.

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