

London Luton Airport.

WayFinder & Interactive System.



Client Brief.

Our client wanted to improve their existing interactive kiosks in the departure terminals at Luton airport to provide passenger information, obtain feedback and provide a directory of the services within the airport.

Acquire's Solution.

Acquire designed and built a solution around the brief which included an interactive flight destination map as well as a 3D terminal map showing passengers where they could find the shops and other amenities.

Features and Benefits.

- Ability to print discount coupons.
- Directed more passengers to retail outlets, increasing business.
- Customer can provide feedback which is automatically emailed to the customer services team.
- Displayed live flight information.
- Provides multifunctional assistance to airport users.
- Connects with Bluetooth devices to transfer information from the kiosk to the user.

- Self-serve kiosks reduce the need for intervention by staff.

The Acquire Software.

The kiosks operate using the Acquire Software which allows live flight information to be fed through to the kiosks.

The 3d map was purpose built to replicate the airport environment by Acquire's Content Creation and Programming team. In addition to this an easy-to-use and intuitive user interface was also designed.

The solution allowed customers to obtain instant information about flight times and airport amenities. The kiosks even facilitate the printing of maps and coupons for shops running promotions.

