

James Anderson Airport improves customer experience with AutoSimul

Simulation where real life events are mirrored using computer software is something airports have been familiar with for decades.

With AutoSimul, James Anderson Airport has improved the check-in process, queue times and airline efficiency ***without increased investment.***

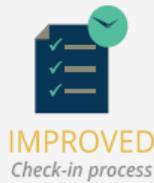
These systems are put in place to ensure aircrafts are safely navigated, to spot potential problems and determine the most efficient flight paths. James Anderson airport has applied this same approach, which has been so successful for managing aircrafts, to also manage passenger services. However the data that is used is different, with simulation taking into account historical data, passenger behaviors and service capacity in order to accurately replicate the performance of airport facilities in different scenarios, such as increased throughput, new terminal layouts or contingency planning.



With AutoSimul, James Anderson airport achieved



Reduced ripple effect of disruptions that could affect passengers



Improved check-in process by reducing wait times



Assisted communication among staff by giving a visualization of processes



Change in way of working by offering flexibility of testing ideas in a risk free environment

The Challenge

James Anderson airport is the biggest single runway airport in the world and one of the major airports serving city of Winnipeg in Canada. The Six Sigma team worked with AutoSimul to improve the check in process in the airport's South Terminal.

Get answers now

With the air travel industry being affected by factors like increased security measures and busier flight schedules, it is very difficult for airports to please everyone.

Better decision making

Every part of the customer experience is connected. Making changes to security lanes could affect the amount of time passengers spend in the lounge. Therefore, each area has to be considered when trying to improve the passenger experience.

*"Using simulation has **reduced the ripple effect** of disruptions that could possibly affect passengers in other areas of the airport. We understand that all areas of the airport connect, and it's important to **manage the flow of activities.**"*





The Result

We have changed the way of working in James Anderson airport by offering an increased flexibility of testing scenarios within a safe environment before implementing changes in real life.

Better results

The airport gained a meaningful results with their simulations of the check-in process and lounge areas that included real flight schedules and airline information. The ease of use and accessibility of our resources ensured James Anderson airport utilized all capabilities, and helped minimize queue times while maximizing throughput – ensuring a successful customer experience.

Avoidance of critical failures

James Anderson simulates layouts and passenger flows to prevent disruption to customer services. If passenger numbers increase, or if new timely security measures were introduced testing these types of scenarios and communicating solutions in a highly visual and interactive manner helps airport avoid critical failures.

Make fast, **confident decisions with Simulation.**

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