Internet of things

Dataart, a major IT provider to the travel industry, hosted a briefing last week to discuss 'Internet of Things' (IOT).

Matthew Hall deals with a question

Moderated by Kevin May, Founder and Editor Tnooz (techies version of BTN), the panellists included Matthew Hall, COO of London City Airport (LCY). Paul Saggar, Group Director IT, Maybourne Hotel Group, Deepak Jha, Head of Mobility Hub, TUI Travel, and Greg Abbott, Senior Vice President, Travel and Hospitality, Dataart.

Back in 2013 London City Airport (LCY) was awarded a grant from the UK's Technology Strategy Board to implement a preliminary trial of cross-technology networking, now called 'Internet of Things' (IoT). This technology allows disparate devices and technologies to communicate with one another in order to deliver a more efficient and effective user experience.

For an airport IoT typically allows security areas to ping travellers' devices with waiting times. Chauffeurs would know the moment their customers were making their way through the terminal. Food and beverage outlets could offer pre-orders for customers, and automatically begin preparing food as the customer steps off the aircraft. Auto-rebookings could be enabled for travellers unable to make flights, as determined through their GPS-enabled device.

easyJet followed less than 24 hours later with their 'Innovation Day' in Milan (see in this issue) offering connectivity for their customers. Similar idea and similar outcomes.   www.dataart.com

Original article — http://www.btnews.co.uk/article/8908