

movik

Solutions for Airports & Airlines

Rethinking the **Passenger Experience** at the Airport

From static queues to connected journeys.
A modular ecosystem built for the aviation sector.

Hybrid Queue Management | Video Attendance | Time Slot Management | Call Forward

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Problems Airports are facing today

Critical operational gaps that degrade the passenger experience.

Unpredictable security queues

Static, snaking lines at security and border control create terminal instability, increasing passenger anxiety and reducing commercial dwell time.

Peak-time chaos

Simultaneous flight movements create sudden, unmanageable surges in terminal density, overwhelming existing infrastructure during peak periods.

Passenger support gaps

Minimal staffing at key help centers and zero presence in remote gates or satellite terminals leave passengers stranded without instant answers.

Queues automation deficit

A distinct lack of intelligent systems that dynamically reroute passengers and balance checkpoint loads based on real-time sensor data.



Service Center Optimization

Addressing unpredictable help desk queues & support gaps



Video Attendance

What it is?

Live video call points deployed terminal-wide. Moviik's Video Kiosks instantly connect passengers to available airline or airport staff for immediate human support.

Key advantages

Passengers have guaranteed human assistance, anywhere, at any time. Airlines and airports reduce HR costs while always maintaining high-quality service.



Call Forward System

What it is?

An automated lane-direction system for security or passport control. It uses sensors and displays to reroute passengers to open lanes 24/7.

Key advantages

Using sensors to detect passenger density, Moviik balances the terminal load to direct travelers to open lanes, ensuring optimized flow.

Automated Terminal Flow

Addressing static security checkpoints & automation deficits



Hybrid Queue Management

What it is?

A versatile digital queuing engine for airline service centers, airport info desks, and even premium lounges. It organizes passenger access to limited service resources.

Key advantages

Passengers choose paper or digital tickets. Digital grants Dwell Freedom via phone alerts, eliminating queue stress by notifying them exactly when to return.



Time Slot Management

What it is?

A scheduling engine for security check and passport control. It replaces chaotic standing queues with predictable, organized passenger movement.

Key advantages

Moviik inserts passengers into a specific time slot (e.g., Lisbon arrivals). Travelers relax or shop until their slot, maximizing airport revenue.

Video Attendance: Global support 24/7

Professional human assistance across any terminal, anywhere.

■ Remote Video Service Desks

Provide expert support at any location, including remote hubs. Video kiosks ensure passengers are never stranded without answers at terminal touchpoints.

🔗 Smart Service & Language Pairing

Break communication barriers by matching passengers to remote agents speaking their language. This creates a personalized, inclusive traveler experience for all.

🕒 Constant 24/7 Presence

Maintain a professional human presence around the clock without the high cost of physical staffing. Solve luggage or flight issues instantly through high-quality video.

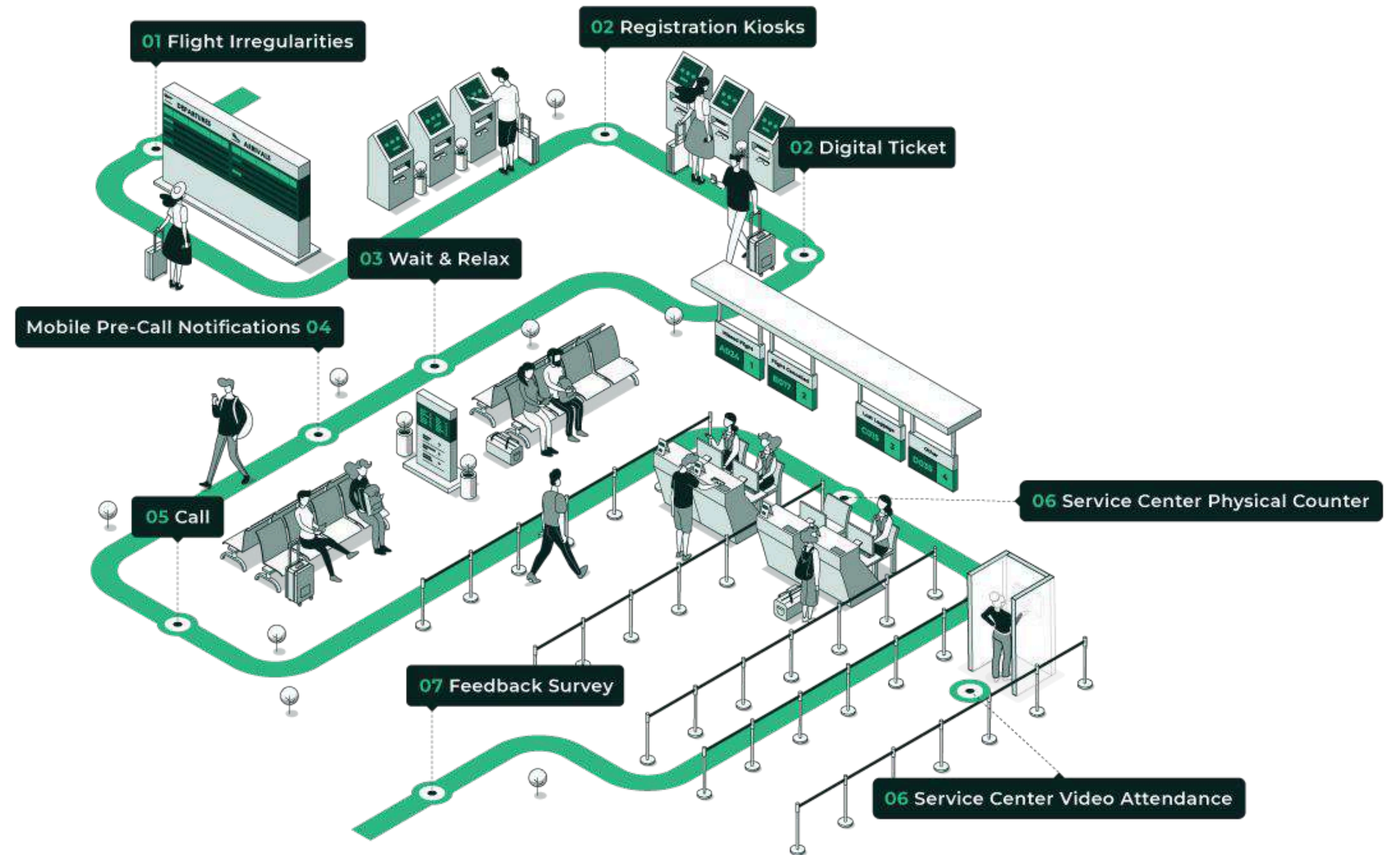


Video Attendance

Connect passengers to airline or airport staff for immediate human support.

“Moviik's Video Attendance provides 24/7 multi-language human support across remote gates and satellite terminals where physical staffing is challenging.”

Lufthansa



movik

Video Attendance

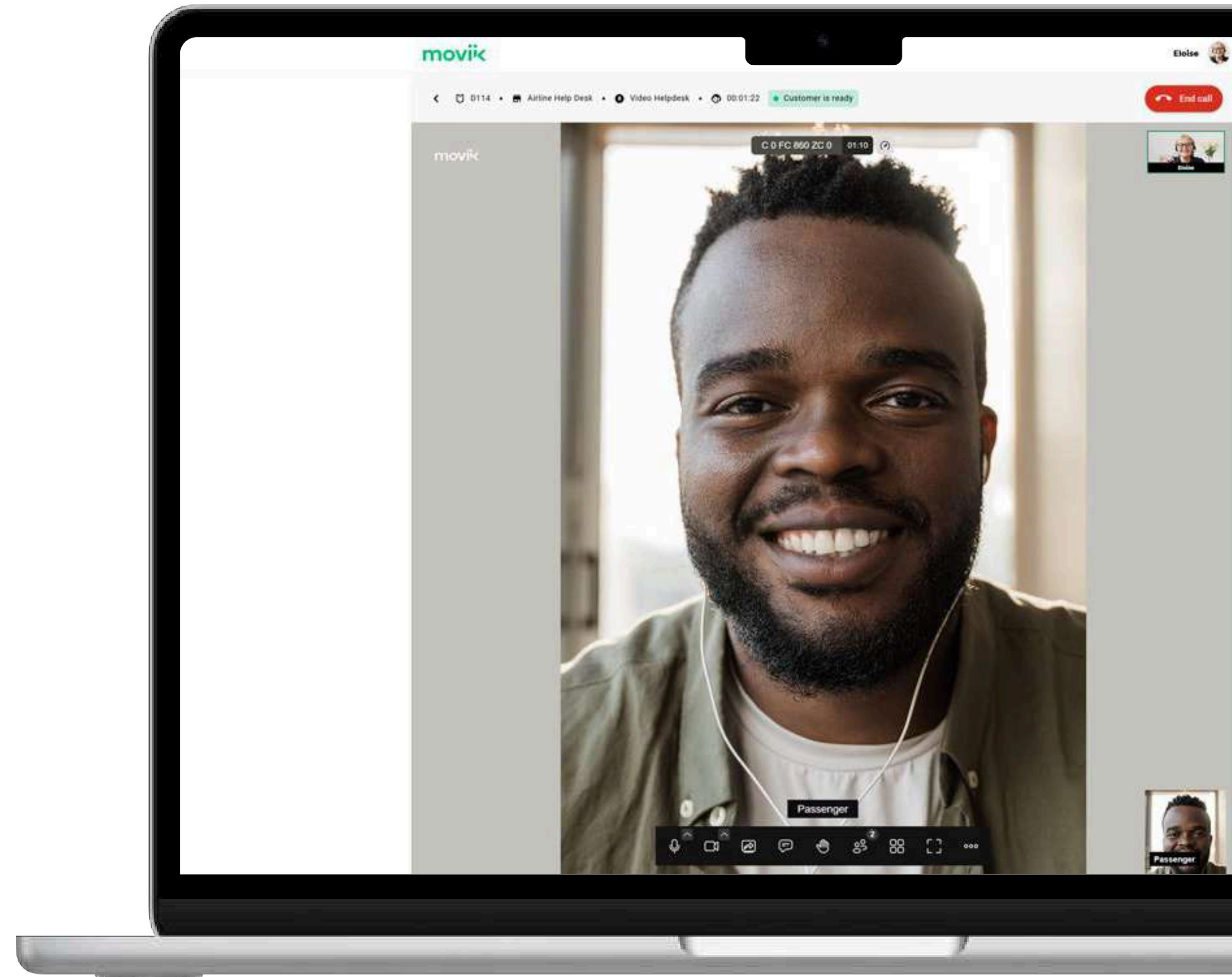
Airlines and airports reduce HR costs while always maintaining high-quality 24/7 service.

See how it works

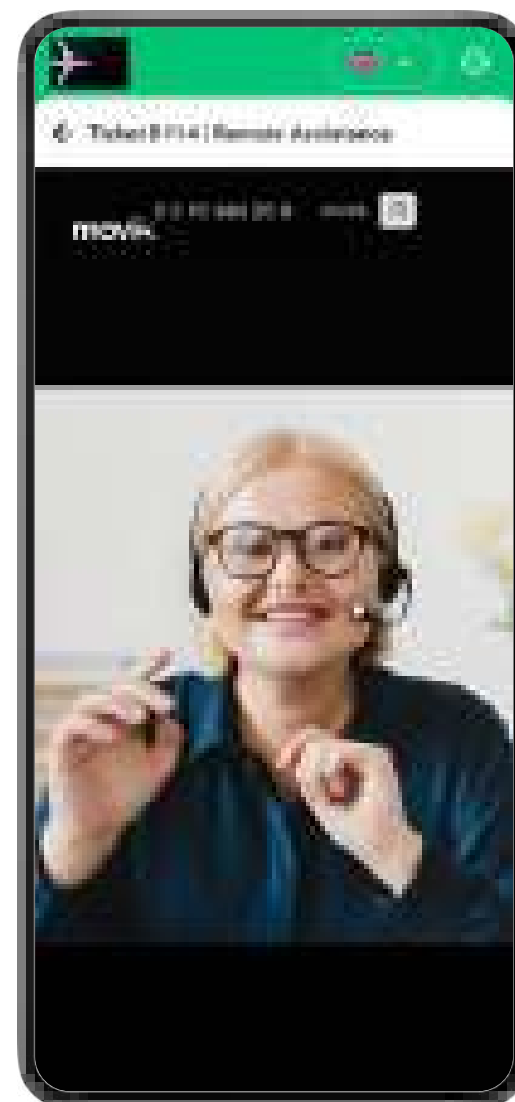
[Watch video](#)

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Staff view



Passenger view



Call Forward: Intelligent automation

Replacing manual lane-control with tireless, data-driven intelligence

Automated Lane Direction

Overhead sensors detect real-time passenger density in security or passport control areas. The Moviik algorithm instantly routes travelers to the fastest open lane, 24/7.

Intelligent Flow Balancing

Moviik dynamically balances the checkpoint load based on real traffic data, not human guesses. This eliminates bottleneck anxiety and ensures fully utilized lanes.

Operational Efficiency

Our non-stop automated solution replaces the need for multiple manual staff. It converts high-pressure checkpoints into efficient, predictable digital operations.



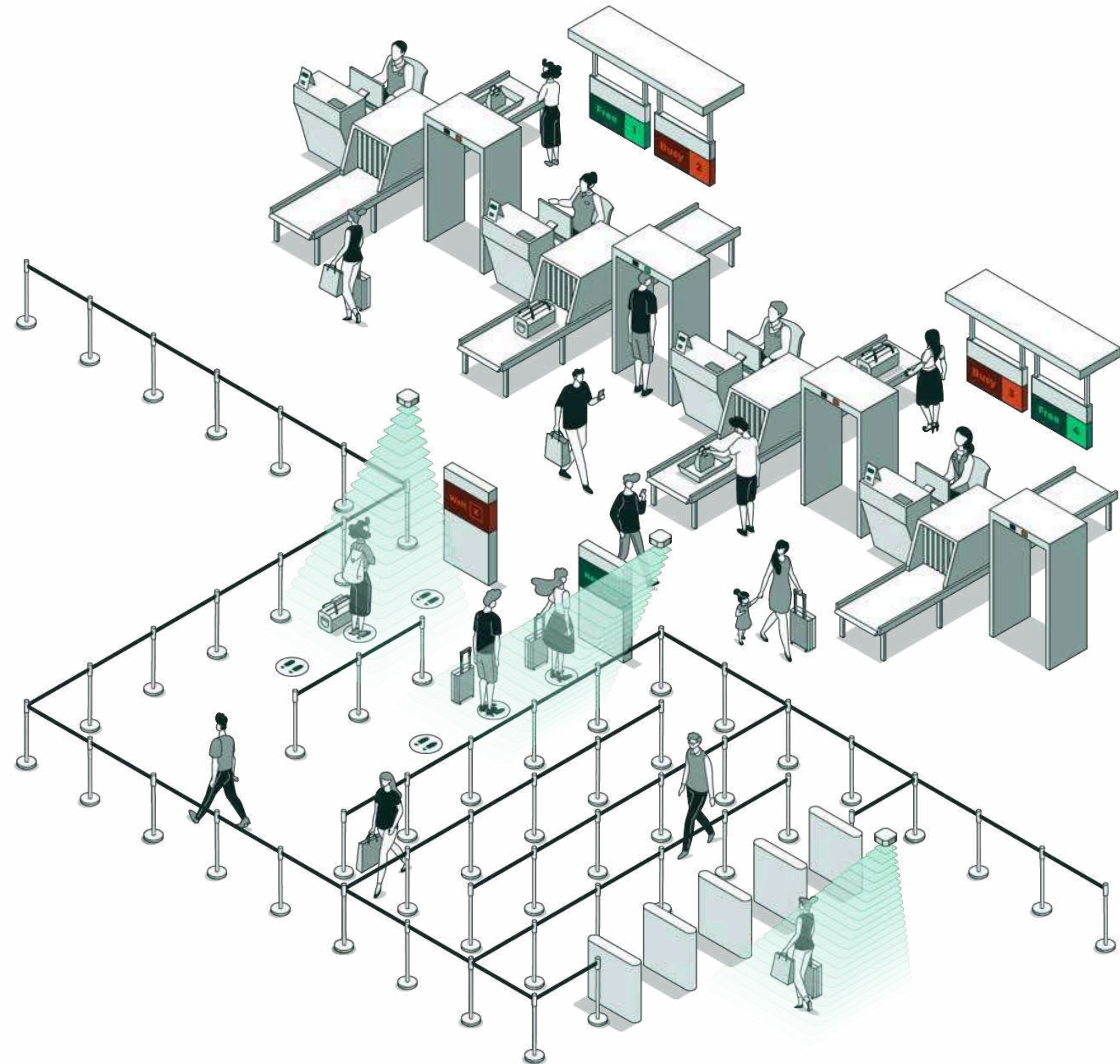


Call Forward

Connect sensors to dynamic lane displays for tireless, automated terminal flow.

Replacing subjective human lane-control with tireless, data-driven sensor intelligence to ensure constant, efficient checkpoint operations 24/7.

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Call Forward

Data-driven insights forecast demand, allowing for proactive staffing and optimal lane configurations.

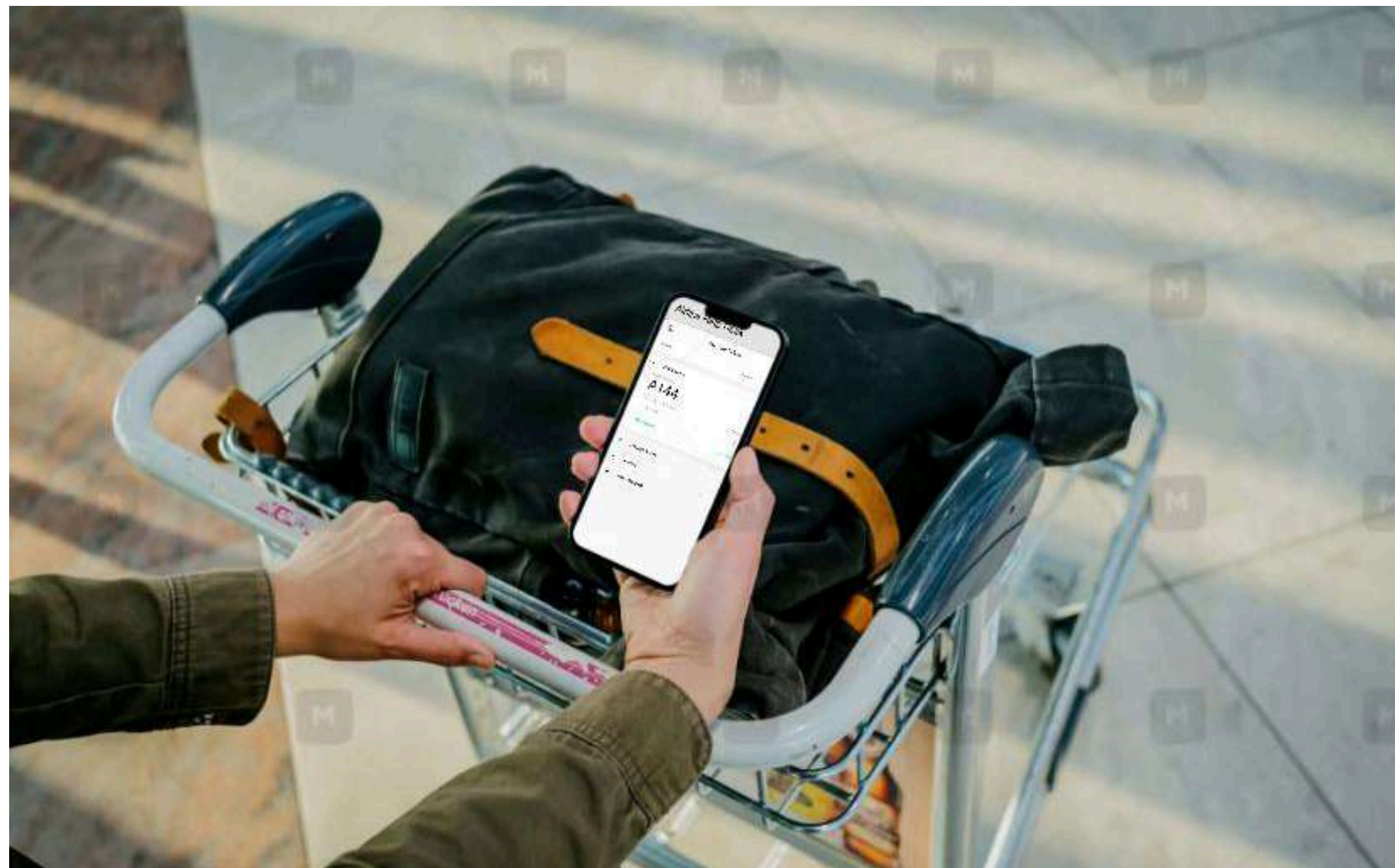
To maximize throughput and ensure consistent efficiency at critical terminal checkpoints.

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Queue Management: Structured assistance

Organizing service centers, lounges, and help desks with precision.



Hybrid Ticketing

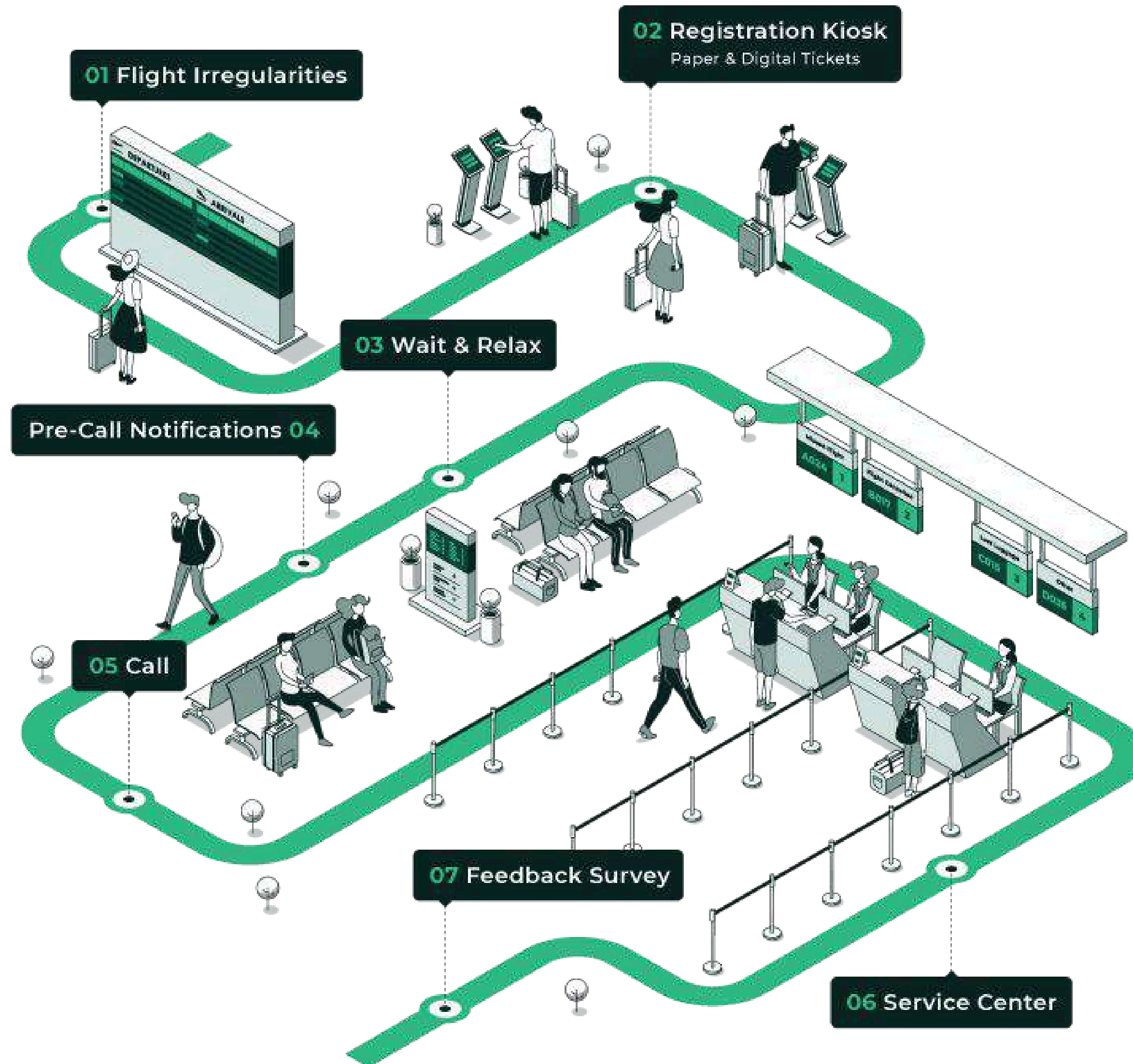
Passengers choose between traditional paper or modern digital tickets via QR codes. This ensures accessibility for all while reducing physical terminal crowding.

Smart Notifications

Real-time alerts and mobile notifications keep passengers informed. This allows them to wait comfortably nearby rather than standing in a rigid, stressful line.

Operational Analytics

Capture deep insights on waiting times and service volumes. Use real-time data to optimize staffing levels and improve overall service desk performance.

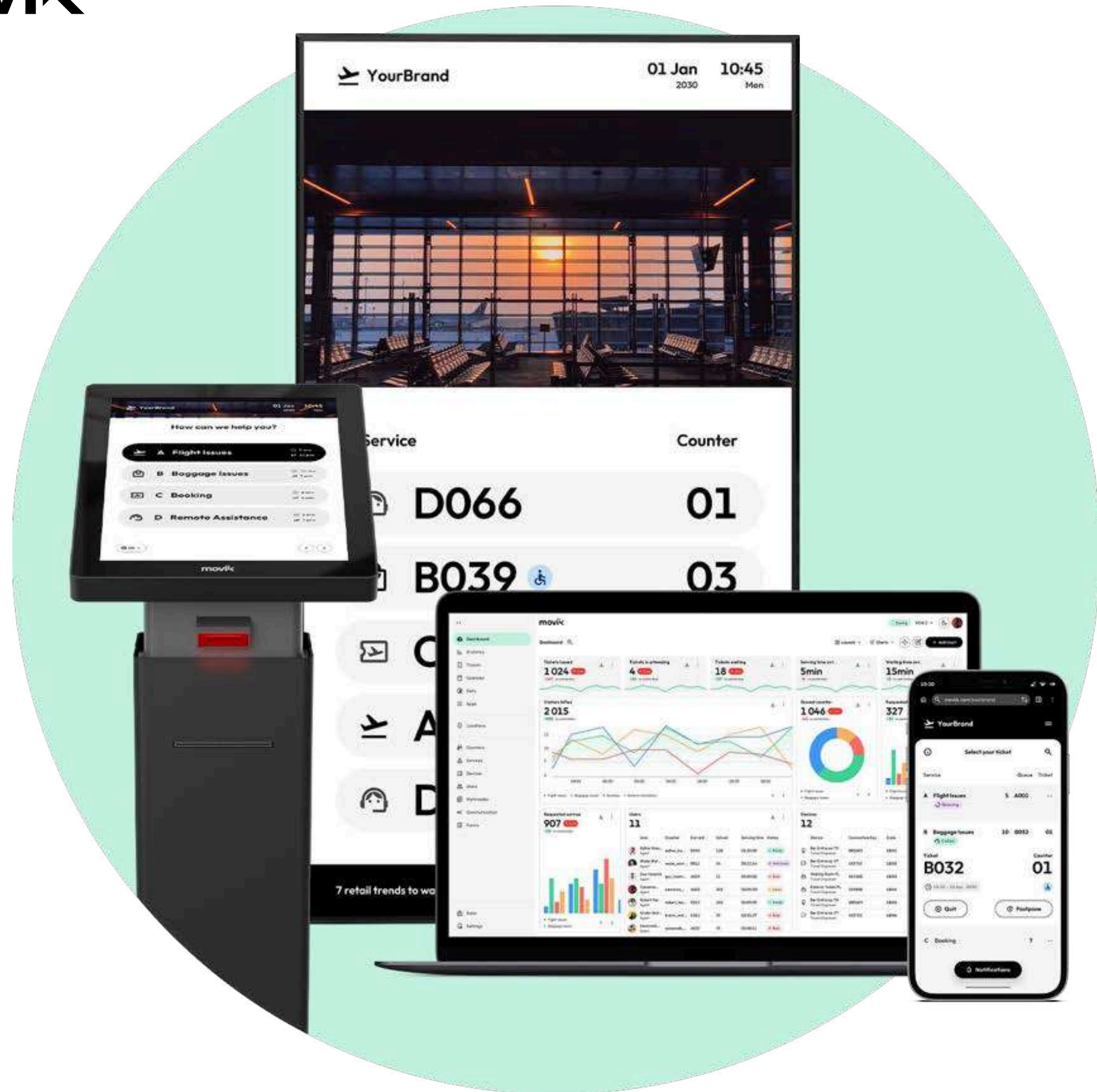


Hybrid Queue Management

Free passengers from lines with digital ticketing and virtual waiting.

“The digital ticket was great! I just used my phone to grab a ticket at the Lufthansa center in Munich. No line standing! I waited in a cafe and got an alert when it was my turn.”

Elena Fischer / Passenger



Hybrid Queue Management

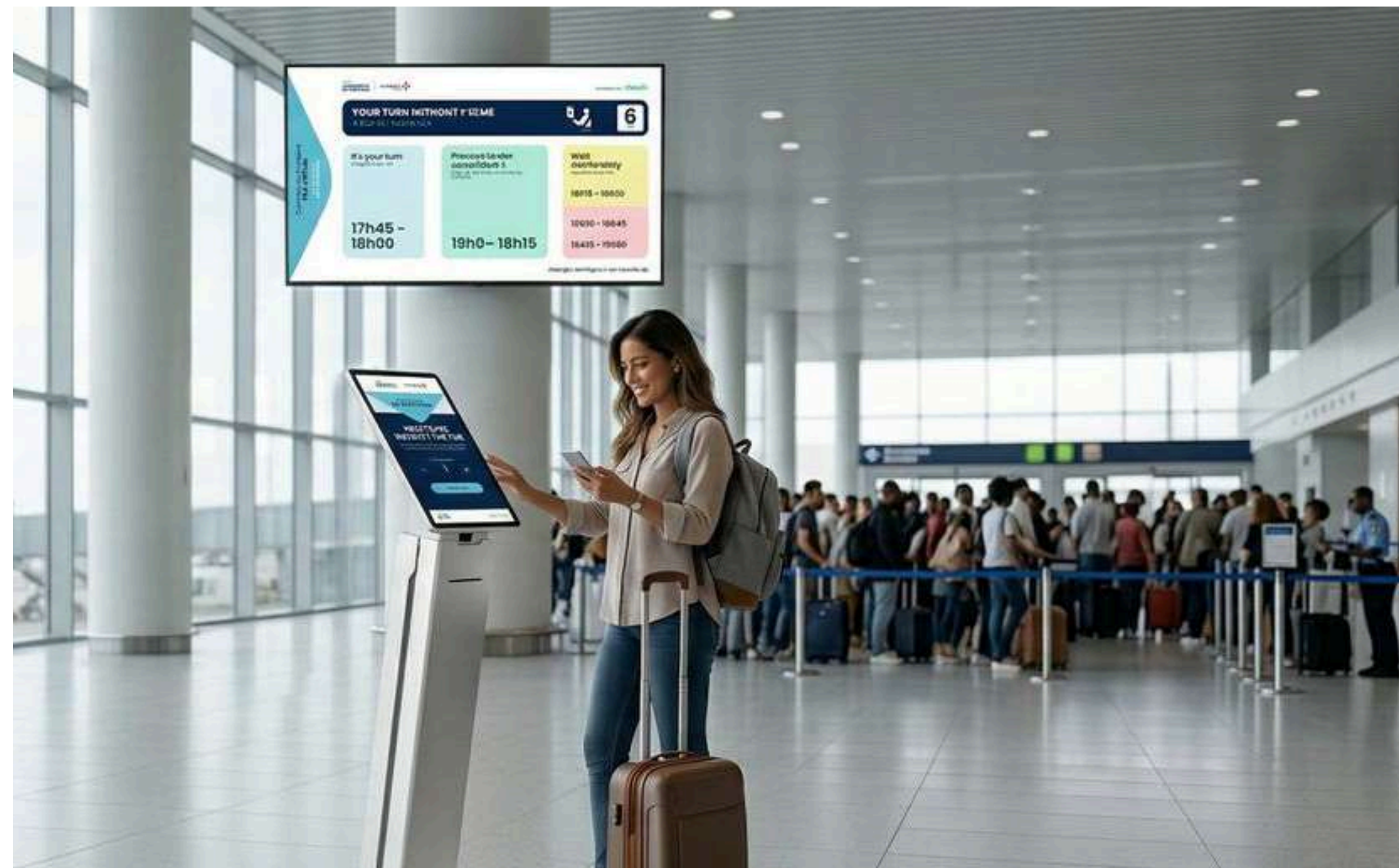
**Organize desks,
optimize with
data, and
manage flows
with precision.**

See how it works

[Watch video](#)

Time Slot Management: Scheduled flow

Replacing physical queues with predictable terminal throughput.



Advanced Booking

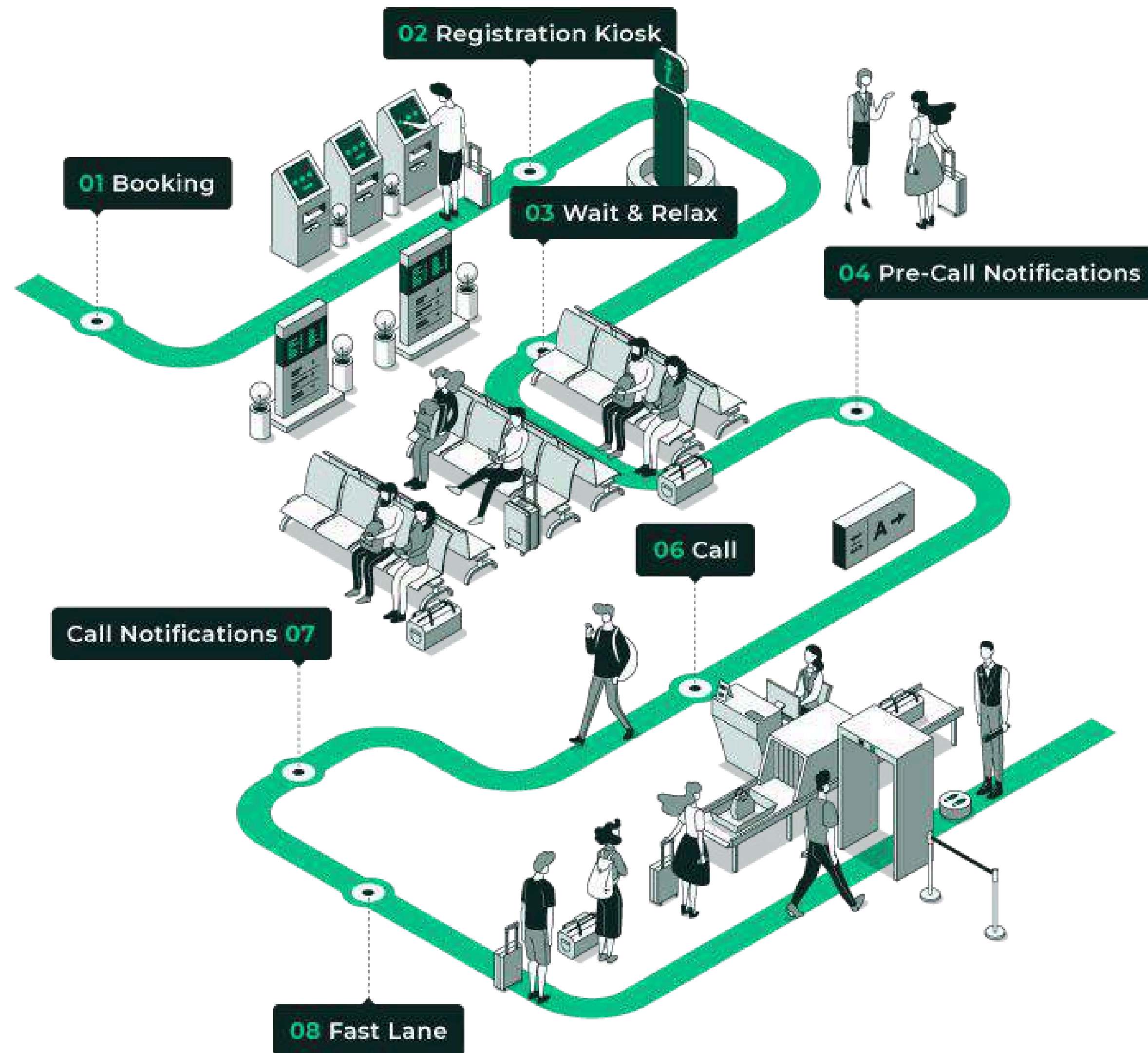
Passengers schedule specific times for security or border control via web or mobile. This eliminates the need to stand in a physical line for hours before their flight.

Better Waiting Experience

By eliminating physical queues, travelers are free to visit terminal shops or cafes. This turns painful standing time into retail revenue and a better overall experience.

Managed Throughput

The system distributes passenger arrivals throughout the day. This prevents peak-time surges and ensures a constant, steady flow through every checkpoint.



Time Slot Management

Synchronized terminal experience through data-driven passenger scheduling

“Cologne Bonn Airport’s CGN Gateway virtual queue lets passengers reserve time slots for security. This reduces waiting times, controls flows, and optimises checkpoint use, as well as the passenger experience.”

Christof Kontogiannis / Head of Passenger Experience @ Köln/Bonn Airport



2N2Z AEROPORTOS DE PORTUGAL | VINCI AIRPORTS | POWERED BY moviik

YOUR TURN WITHOUT THE LINE
A SUA VEZ SEM A FILA

Controlo de Fronteira
FILA VIRTUAL

It's your turn
Chegou a sua vez
17h45 - 18h00

Proceed to border control lane 6
Dirija-se ao Canal 6 do controlo de fronteira
18h00

Wait comfortably
Aguarde a sua vez
18h15 - 18h30

18h30 - 18h45

18h45 - 19h00

6
Canal Lane



Time Slot Management

Predictable journeys and optimized operations through scheduling and lane control

See how it works

[Watch video](#)

Real-time control & data insights

The central command center for terminal-wide flow optimization.

> Live Monitoring

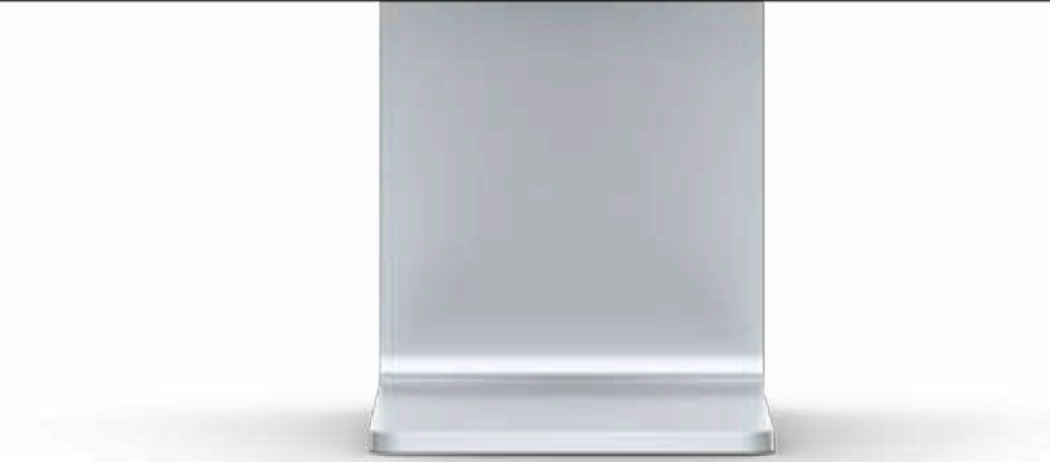
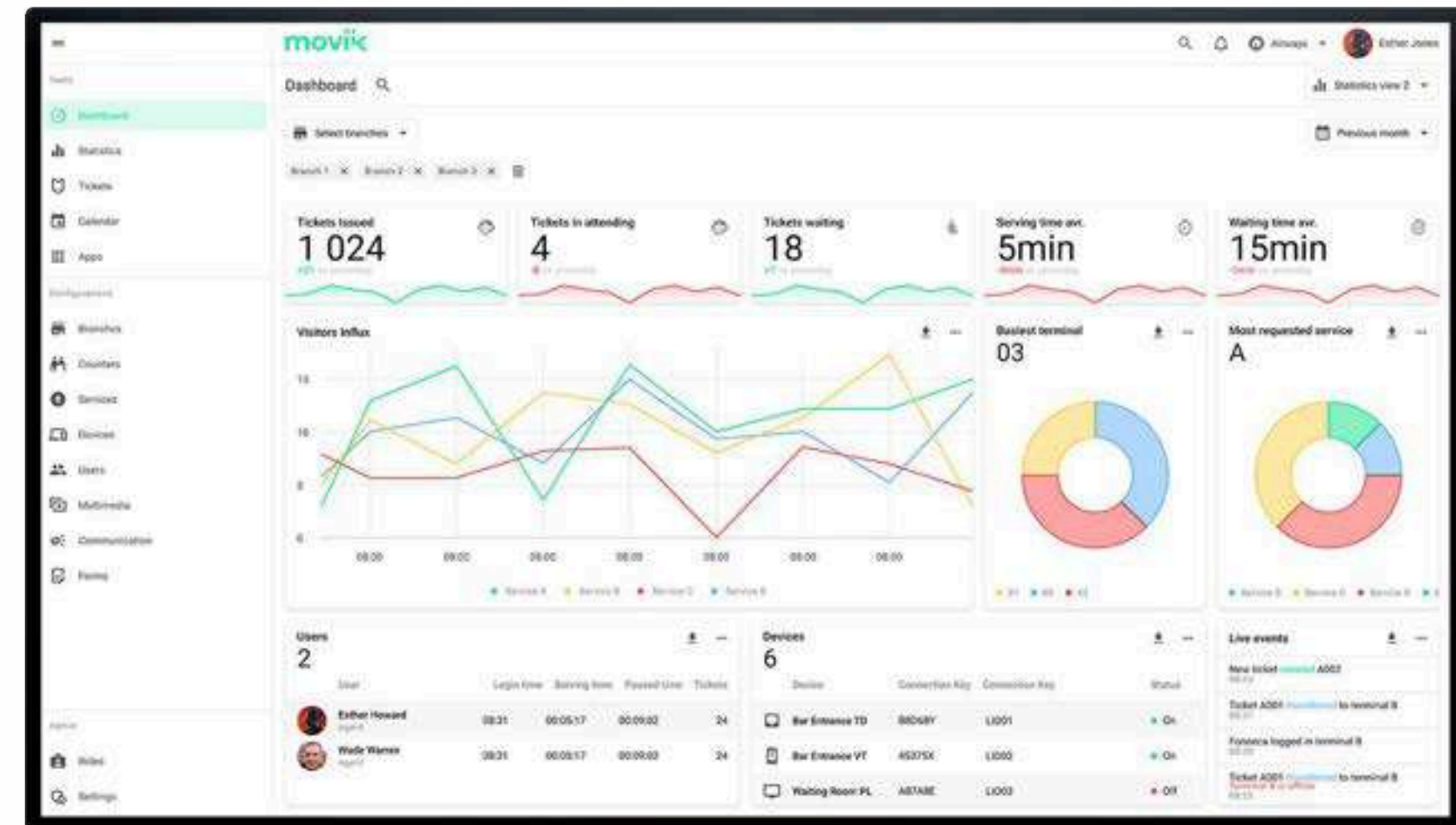
Oversee every module and checkpoint from a single, unified dashboard. Track real-time queue lengths, agent performance, and lane utilization to make immediate operational shifts.

> Predictive Analytics

Use historical data to forecast passenger surges before they happen. Analyze flow patterns across the terminal to optimize staff scheduling and ensure resources are ready.

> Passenger Feedback

Capture instant satisfaction data at every digital touchpoint. Transform qualitative traveler experiences into quantitative metrics to continuously improve service quality.



Proven success: Global aviation leaders

Driving efficiency and passenger satisfaction across major hubs around the world.



Queue Management & Video Attendance

Lufthansa Service Centers

Empowering one of the world's leading airlines with hybrid Queue Management and Video Attendance. Remote experts provide 24/7 support to passengers across Germany.



Time Slot Management

Lisbon Airport (ANA)

Transforming arrival border control via Virtual Queuing. Passengers take digital tickets upon landing to enter a time slot, allowing them to relax or grab coffee until notified, instead of standing in long passport lines.



Time Slot Management

Cologne Bonn Airport

Revolutionizing security with Time Slot Management. Travelers book free 15-minute windows up to 100 days in advance, enjoying dedicated "Gateway" access that bypasses traditional terminal lines.

Delivering satisfied passengers & efficient airports

Quantifying the measurable operational and passenger success of Moviik terminal flow automation.

+15-20%

Net Promoter Score (NPS)

A consistently documented boost in Net Promoter Scores and Passenger Satisfaction. Being free from standing in line and accessing 24/7 human support directly reduces traveler anxiety.

+25%

Peak hour throughput

Achieve remarkable throughput increases using data-driven lane balancing. Call Forward eliminates bottlenecks and subjective guessing, ensuring non-stop terminal flow.

-20%

Check-In/Bag drop times

Optimize critical check-in and bag drop counters. Moviik replaces chaotic first-to-arrive lines with managed, efficient digital flows, maximizing agent utilization.

Easy integration & Rapid ROI

A future-proof, cloud-ready ecosystem designed for immediate terminal impact.

Moviik delivers a low-friction, high-impact digital transformation for modern airport operations.

✔ Works with existing infrastructure

No "rip-and-replace" required. Moviik integrates seamlessly with your current hardware, check-in systems, and airport networks to improve performance without costly overhauls.

☁ Cloud-based & flexible scaling

Deploy individual modules independently or as a full terminal suite. Scale at your own operational pace, ensuring the solution evolves alongside your airport's specific needs.

📊 Rapid measurable ROI

Experience visible improvements in NPS, passenger dwell time, and overall operational efficiency within weeks. Our data-driven approach ensures a fast return on your digital investment.

✔ Enterprise-grade reliability

Built for the high-pressure aviation environment. Our platform provides the security, uptime, and real-time monitoring required to manage millions of global passenger journeys annually.



A proven track record of commitment and investment in Airport innovation

Moviik is now a mature aviation technology provider. Our three-year consecutive presence at **Passenger Terminal Expo (PTE World)** highlights our sustained investment and growth in the market.

Year 1 in Frankfurt / Debut. We entered the scene alongside our valued strategic partner, ViaGuide, at their booth.

Year 2 in Madrid / Independence. We debuted our own dedicated Moviik booth, demonstrating our direct engagement with airport challenges.

Year 3 in London / Maturity & Future. Now established with our own booth, we've already confirmed our participation for the 2027 edition in Amsterdam.



Ready to transform your Terminal?

Let's co-create the future of your passenger experience together.

See our full suite in action. Experience the central dashboard, mobile ticketing interface, and automated security flow through a personalized, hands-on demonstration.

Request a Live Demo

Start small with a single module at a specific service desk or security lane. Prove the ROI and passenger satisfaction improvements before scaling terminal-wide.

Launch a Pilot Program

Our team and global partners are ready to design a custom flow strategy for your unique airport layout. Let's build a faster, more profitable terminal together.

hello@moviik.com

Contact our Experts

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A Better Waiting Experience

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