

Copenhagen Optimization introduces virtual queuing technology to Carrasco International Airport



COPENHAGEN OPTIMIZATION

Copenhagen Optimization, a leading optimization platform for airport operators, has entered the South American market with the implementation of its virtual queuing technology at Carrasco International Airport (MVD) in Uruguay.

The service, which allows passengers to reserve a specified time for security checks to help them pass through security more quickly and efficiently, also marks the first usage of virtual queuing in a South American airport, following successful uptake at North American and European airports.

When booking a flight from MVD, passengers will be informed of the free-of-charge option to book a 15-minute appointment to pass through the security line by inputting the details of their flight into an online portal. Once the slot is booked, the traveller will receive a QR code via email which will be scanned upon arrival at the airport. This allows them to join the priority security lane and then to pass through at their pre-scheduled time.

The technology brings a myriad of benefits to both passengers and airport operators. During especially popular seasons, Copenhagen Optimization's software will allow airports to ease the pressure of high peaks of traveller numbers on airport security processes by encouraging passengers to arrive at the airport at less busy times. This in turn can lead to considerable business advantages, such as giving passengers more time to spend in the airport's shops, bars and restaurants since wait times are lower, in turn easing pressure on passenger and airport staff alike.

Carrasco International Airport is known for its use of innovative tools to elevate its passenger's experience. It was the first airport in Latin America to implement biometric technology for boarding and to use a passenger flow management system to optimize waiting times. The implementation of this virtual queuing solution further reinforces the airport's commitment to leveraging innovation to give passengers the best experience.

Kasper Hounsgaard, Co-CEO and founder of Copenhagen Optimization, said, "We're both proud and excited to be partnering with the team at Carrasco International Airport to bring our virtual queueing capabilities to South America for the very first time. South America is a region with plenty of potential for growth, fuelled by an open-minded attitude towards new technologies and willingness to implement new processes. We're very gratified to have taken our first steps in this vibrant market."

Federico Cabrera, Operations and Passenger Experience Manager at Aeropuertos Uruguay, added, "Comfortable and secure passengers are happy passengers, and our new collaboration with Copenhagen Optimization is doing much to help make the passenger experience more enjoyable. The company's intelligent software allows us to better manage what was previously a pain point for 1

passengers, making their journey with us easier and more pleasant.”