

Ozion CheckPoint Manager (OCM) Short Datasheet

The Ozion Promise

Ozion CheckPoint Management Software makes airport passenger and cabin luggage screening operations predictable, reliable and profitable while putting smiles on the faces of your screening staff and passengers.

The growing need for efficient CheckPoint Software

Airports and their private contractors are under growing pressure to deliver safe, timely and pleasant passenger screening services at a competitive price. These contradictory requirements explain why airport screening operations sometimes feel like inserting a square peg into a round one.

Lastingly high terrorist threat levels, stringent regulatory obligations, growing passenger numbers, increasingly congested skies and pressure to cut costs in times of austerity all combine to raise the challenge screening operators must meet.

Why it matters to have the best CheckPoint Management Software

Passenger checkpoint operations present airports with a major challenge. That is because they are mission-critical and amazingly difficult to deliver reliably in one of the most structurally unpredictable, ever-changing, operational environments that exist.

The weather, a large event from a tradeshow to a major sports tournament, strikes affecting the transport industry, a volcano, a wave of terrorism or the threat of one – the list is endless. Uncertainty is a fact of life for airports and screening operators. So the question is « Can a software vendor help screening operators » overcome this uncertainty efficiently, reliably and economically ? ».

Traditional CheckPoint management applications have been notoriously poor to date at predicting with precision what will happen on the actual day, making sizing decisions extremely difficult - and therefore risky.

Moreover, these applications have also proved weak at optimising CheckPoint operational responses with intelligent dispatching to tackle the frequent situations that simply can't be anticipated ahead of time.

To make up for this uncertainty, operators overcompensate by planning larger than needed available-staff safety buffers, eating most of their profit margin right at the start when much leaner staffing would clearly suffice in many cases.

Why clients say they love Ozion CheckPoint Manager

A. Sizing

Accurately *predicting the n° of passengers* who will turn up on the day including the relative traffic at different times of day is crucial because it makes it possible to know the staffing and material resources the screening operator must plan to have on the day.

OCM is the only vendor application today that can precisely and reliably calculate optimal staffing and material sizing automatically. By allowing operators to stop needless oversizing, it uniquely allows them to recapture their profit margins while leaving a sufficient safety margin to face the unexpected.

Ozion offers the only accurate sizing modelisation capability in the market today. This makes it possible to know the real screening cost per passenger and to create lean staffing rosters that secure the operator's margin at the agreed service level.

OCM's ability to modelize the screening operator's cost per passenger with reliability is also a key competitive advantage when bidding to win a tender for a new airport screening market

OCM does so not by increasing, but by *reducing* the pressure on screening staff in two ways : first by reducing the level of uncertainty and second by absorbing sudden non-anticipated differences in passenger traffic through exceptional dispatching efficiency.

B. Dispatching

The dispatchers' role is to screen passengers at the contractually agreed speed within the agreed passenger waiting time. Their first responsibility is to therefore to cover the immediate order.

As the traffic picture fluctuates, dispatchers can see at a glance the net resources that they have at their disposal to cover the order (after discounting for staff away on breaks, training, meetings ...).

Second, dispatchers are responsible for reducing incompressible inproductivity caused by traffic fluctuations during the day. This is done by targeting breaks, training, meetings, etc, against periods of low traffic (e.g. mid-morning and mid-afternoon) and by deploying one's security officer workforce more in times of high passenger traffic .

Dispatchers' third challenge is the rapid reallocation of available resources to compensate for the impact of the unexpected on the original staffing and equipment plan. Bad weather, strikes in one country, a large event, all these can result in the actual traffic volume becoming quite different on the day from what was forecast.

In practice, dispatchers are largely in the dark because much of the information they need simply isn't available to them, depriving them of the real time overview and actionable options

Ozion CheckPoint Manager gives the screening operator's dispatchers a real time view from an AODB feed of the expected passenger traffic volume for the next hour and over.

C. Traceability

Quality dispatching is heavily reliant on tracing security staff, equipment status, incidents and processes.

That is why with OCM, all events and incidents are reported in real-time on mobile and desktop devices. How else can screening checkpoints where traffic is about to slow down (or has already done so) be reliably spotted, the reasons analysed and optimal action taken ?

D. An engaged screening team like never before

OCM was created with the screening workforce in mind – to make the work and daily life of each person better, allowing them to be under less pressure and to exercise their judgment and customer care to the best of their ability and with pride.

And because OCM constantly integrates the airport screening industry's most up-to-date and advanced management best practices, your screening staff are better equipped to do their job.

When OCM helps you take the best possible care of your staff, you will be surprised how much they can do to make your service excellent in the view of passengers and of the airport. And that means that what is good for your workforce is also good for your bottom line.

Ozion CheckPoint Manager Scope & Benefits

- Real-time integration of flight information
- Integration of flight plans
- Flight management in real time (SARIA interface)
- Management of airport missions
- Management of missions
- Real-time monitoring of missions (sequences by PDA, etc.)
- Preparatory report for periodic invoicing
- Management of missions
- Monitoring of mission sequences in real time (PDA)
- Electronic logbook
- Border protection control
- Badge and vehicle control
- Vehicle search
- Workstation sterilisation
- X-ray machine calibration
- Monitoring of searches and pat-downs
- TPSO (performance test in an operational situation)
- Quality control
- Personnel management
- Regulatory verifications
- Reporting