



CASE STUDY

ESP helps Inflight The Jet Centre to deliver a super-fast passenger check-in system using esp DCS.



Inflight required a tailored software solution for checking in their passengers that worked seamlessly with their existing systems.



"Drive up and take off, just 7 minutes from Landside to Airside"

Penny Stephens
Director
Inflite

"Thanks to the new check-in system our process of gathering passport information from passengers is more professional and customer friendly. It has been met with enthusiasm from our customers which was the aim of this project"

Penny Stephens
Director
Inflite

The Situation

The Inflite Jet Centre at London Stansted Airport has 30 years of experience providing an extensive range of aircraft handling and highly qualified engineering and support services to Executive Corporate and Business Aircraft operators.

Recently refurbishing their premises to deliver the ultimate passenger experience, Inflite sought ways to minimise the time taken to process their clients, generating a truly excellent service and a genuinely pleasurable experience to remember. Looking at all aspects of this processing, Inflite identified the check-in process as an area that could be more efficient and wanted a solution to automate it.

An evaluation of the market showed there were no products that would closely fit their way of operating nor that would match their exact needs and those of their customers.

The Solution

ESP understands that in the airline industry today many companies are forced into using software that doesn't fit their way of working or have not been able to automate key processes.

Working with Inflite our esp DCS solution was specifically tailored to deliver a remarkable average check-in speed of just 15 seconds! The esp DCS check-in system simultaneously scans and identifies the passenger and corresponding booking, produces a boarding pass and bag tag, whilst recording the passenger data, and checking flight status and any customer queries. Delivering the hardware and software to run the esp Local Check application, the technology is also able to recognise a passenger through existing data records as well as being able to transfer the required information to the relevant authorities if necessary.

With a market of high –end executive passengers, ESP recognised that the solution must have the ability to scale according to Inflite's growing needs. Recently a Vespa DCS self check-in kiosk has been installed, giving further passenger choice and enhancing their ultimate travel experience.



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About ESP

ESP is trusted by global organisations to deliver tailored IT support and infrastructure solutions wherever they operate from around the world, 24/7.

We have added value to our customers for over 20 years by listening to their needs and proactively delivering the service they want.

Experience-led, lean solutions are developed using a combination of desk-side support, our IT Service Desk and specialist repairs and logistics centre, all coordinated by our toolset built on innovative technology and hosted from our highly resilient datacentre.

That is why we are the preeminent ATI support organisation in the UK and the default go-to for many multinational companies on a global scale.

Since we were established in 1992 to offer bespoke managed IT support services, an unparalleled drive to build support solutions that deliver exactly what our customers want has permeated our ethos.

ESP today is a formidable player in the global outsourced IT industry providing desk-side support and smart-hands resource. We boast locations across the UK and Ireland and regional Service Delivery hubs in Hong Kong and Trinidad to give you a point of contact within your working day wherever you are in the world. We support more than 100,000 devices in over 110 countries using a combination of direct employees and our Global Service Network of like-minded partner companies. Our purpose-built headquarters in the UK hosts a specialist infrastructure that forms the epicentre of our global business by coordinating the complexities of delivering global service so our clients experience a consistent touch-point, uniform levels of service and blended pricing irrespective of location.

Running 24x7, our IT Service Desk is the primary point of contact for all clients and runs a toolset inspired by our customer-centred philosophy, underpinned by innovative technology. End-to-end spares resourcing managed side-by-side with the Service Desk and our own highly skilled repair centre completes the cycle.

As we look to the dynamic changing face of IT services into the future, the "can-do" culture at ESP nurtures the development of other services to support our clients, freeing us from the normal constraints of a service company and allowing us to grow with our customers in a mutually beneficial partnership.