Interloc's IBM Maximo Scores High at John F. Kennedy International Airport's Terminal of Choice

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Complexities of Airport Operations

With flight delays, broken escalators, baggage-claim snarls, and overcrowded terminals, many airports are increasingly experiencing surmounting problems that have made air travel a less-than-enjoyable experience for millions of travelers. Airport managers are faced with daily challenges on a global basis as infrastructure and servicing facilities become more overwhelmed and cost pressures intensify. International airports run extremely complex operations and often managers must attend to a gigantic, onsite asset base that allows for little to no room for error, and yet despite this burden, they must still provide a superior passenger experience to remain in business.

Air travel is expected "to double by 2035 to 7.2 billion passengers per year," which means that airport facilities will have to create and sustain new ways to deal with this burgeoning projected growth. This expansive rate of development has caused myriad problems in recent years and will only continue to affect the airport experience for millions of travelers worldwide, some of which include:

- **A deteriorating travel experience:** Overcrowded terminals and flights and understaffed facilities are becoming commonplace at the world's busiest airports.
- **Escalating operational costs:** Additional operational staff will be needed as air travel increases on an exponential basis.

- **Use of deficient, high-cost assets:** Increasing equipment failures due to aging or poor maintenance require emergency repairs and non-optimized asset replacement.

To meet the evolving, urgent challenges facing airport operations, new infrastructure and facility upgrades need to be introduced by implementing predictive maintenance solutions powered by IoT and Enterprise Asset Management (EAM). Targeted EAM methodologies, software, and services along with the connectivity of comprehensive mobile apps can help achieve more effective, modernized intelligent asset maintenance, enabling operators to better track and manage assets that are critical to keeping airports as safe and efficient as possible. EAM cloud-based and hybrid options with unified connectivity that support advanced data analytics and machine learning capabilities are becoming more common. Key benefits of the EAM platform include the following:

- Increased operational efficiency
- Reduced unplanned downtime
- Decreased financial loss due to disrupted operations
- Improved customer experience
- Higher airport approval ratings

The tremendous advancements in sensor and communications technology of recent years has made it possible for operators to monitor assets in near real time, creating *smart* airports, where outdated devices and crumbling infrastructure become a thing of the past.

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