



## Tracking airport trolleys

Airports are doing what they can to attract more passengers through their gates. The more passengers that pass through an airport, the greater the airport's revenue. Many factors will affect an individual's choice of airport, one of which will be the overall customer experience.

The availability of trolleys is seen by many as a good indicator of how well an airport is taking care of them. Having trolleys in the right place at the right time smooths the flow of travellers in the arrivals and departures halls and helps to lower stress levels throughout the process.

VeroTrack for Trolleys is a low-cost, high-impact solution to support the functions that make trolleys available. Underpinned by the latest RFID technology, VeroTrack automatically shows individual trolley locations, utilisation data and a maintenance overview enabling you to improve customer experience and reduce costs at the same time.

### How does it work?

Every trolley has a passive RFID tag attached to it. These tags don't use batteries and don't need to be maintained. The tags can be discretely placed on the trolleys so that they are protected from baggage and users remain unaware of them.

Following a site survey, RFID antennas are installed in the areas where trolleys tend to collect or at significant gateways such as the doors between airside and landside. This enables VeroTrack to monitor the build-up, dispersal and flow of trolleys around the estate and provide the trolley management team with a live view of trolley availability and real-time alerts of trolley shortages.



Reader fitted above doorway

# Benefits of trolley tracking

## Improved trolley availability at collection points

First and foremost, VeroTrack will show you how many trolleys are currently available at the designated collection points. It will also alert the trolley management team if the supply becomes critically low at any particular collection point.

## Faster trolley collection

VeroTrack will highlight the areas in which trolleys are being left. This means the trolley management team can redistribute them to understocked collection points more quickly and efficiently to ensure there are always sufficient numbers available for passengers.

## Trolley utilisation

Each trolley is individually identified by its tag, which enables VeroTrack to maintain useful utilisation data such as the number of trips a trolley makes and an estimate of the distance it travels. Are there some trolleys that rarely make it to the front at the collection points and are therefore barely used? If there are, then others are being overused and costing more to maintain.



## Trolley pool size

Once you can monitor trolley utilisation, you can determine whether you have too many trolleys. It might be possible to reduce your trolley capitalisation and associated maintenance costs.

## Maintenance

Do all trolleys spend an equal amount of time being maintained over a year, or are there some that never go into the workshop? If it's the latter, you might be paying more than you need to for your maintenance contract. Vero will enable you to see which trolleys have been to the workshop and how long they have stayed.

## About Vero Solutions

Vero is the recognised brand name for tracking and safety solutions from Harland Simon plc.

Used in a growing number of industrial and commercial environments across the UK and worldwide, Vero provides businesses with innovative tracking solutions coupled with the expertise required to improve productivity, profitability and safety.

