

> measure > monitor > manage >

> **Qmetrix** is the new and innovative instrument for realtime measurement of queue length and queue waiting time. We help you to keep your service promise, increase service levels and reduce cost in three steps.

> **measure** the queue length profile of check-in and other queuing systems

> **monitor** queue build ups early while they happen and even before they happen

> **manage** using past queuing time profiles to improve arrival profiles, forecasts and planning

> manage your queues

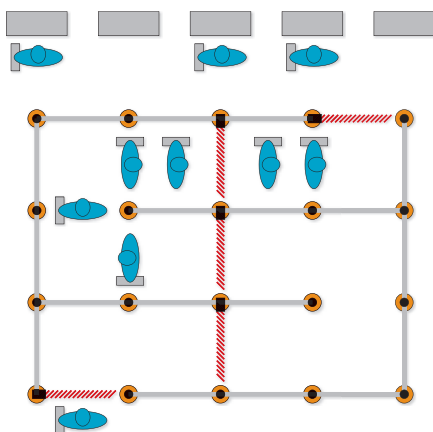


- › Fulfilling the service-level promise at the first point of customer contact is a goal worth aiming for. Opening and closing the right number of counters to keep waiting times as well as cost under control is anything but simple.
- › With **Qmetrix**, identifying and planning for specific customer groups, market needs and other influencing factors is now possible. Free the dispatcher from predictable last minute actions and fire fighting, free your cost structure from unnecessary reserves. If you have experienced the limitations of tally sheets or hand counters, **Qmetrix** is your tool. Time stamped actuals on queue length and waiting time take the guesswork out of improving arrival profiles, forecasts and planning.
- › **Qmetrix** is the tool to improve the situation for real time decision making as well as for operative staff planning and strategic forecasting. With simple and easy to install **Wireless Queue Sensors (WQS)** it is possible to measure and monitor queue lengths in a flash. Sensors are simply mounted to the guiding posts of a queuing system and radio transmit queue length data in realtime to a Central Data **Coordinator (COR)**. The Coordinator processes and prepares the data to be presented on a web-based Dashboard or interface directly into **GroundStar™**.
- › **Qmetrix** requires no power cord and data cables. Thus, there is no need for expensive and complicated installa-

- tions. This is a real advantage in today's highly segmented asset structures of airports. The advanced data radio system of **Qmetrix** allows for a practically unlimited number of Sensors. Every Sensor acts as a node/repeater in the data-mesh and nodes can be up to 100m apart. The rechargeable batteries last typically one month and charging is as simple as attaching the device on the post-like **Qmetrix Charging Station (CHR)**. We recommend one charging station with **Remote Maintenance Connector (CHN)** for every installation to perform remote health checks and firmware upgrades.
- › Another innovative feature of **Qmetrix** is the mounting bracket which uniquely identifies the attached sensor with a built-in chip. The neutral sensor gets its position and task information when it is fixed to a post via the bracket. Therefore sensors can be interchanged without restrictions or changes of parameters. This makes charging and maintenance procedures simple and foolproof.
 - › The sensor works like a turnstile with a virtual arm length of 150cm (up to 200cm possible on request). Every transit is recorded with time stamp and direction. Detection is based on infrared optometrics with sophisticated signal processing. Passengers are counted in intervals (eg five minutes) and results are transmitted to the coordinator. High priority events such as the triggering of a predefined queue length or waiting time can be transmitted in realtime.

› How Qmetrix works

Typical waiting queue arrangement



› Wireless Queue Sensor

Data sheet

