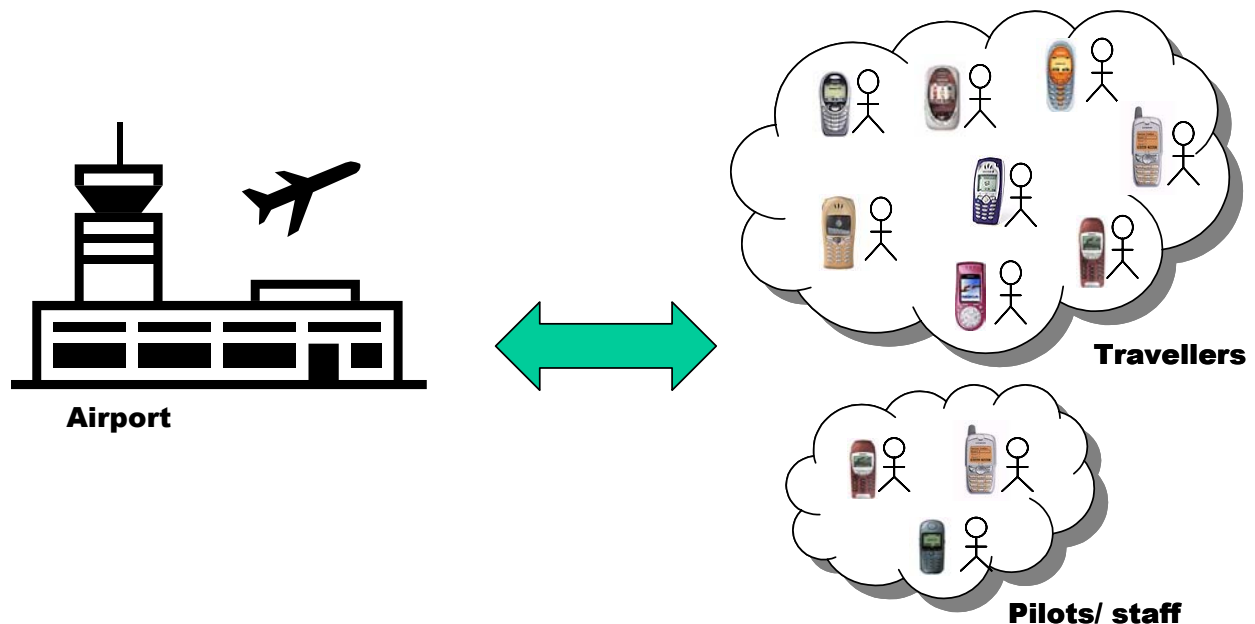


Concept type
Corporate SMS

Business Sector
Traveling / airport

Date
June 2003

Wireless services at the airport



Flight information

The travelers can send an SMS with flight number to check the status (delayed?). The traveler can automatically receive information if the flight is delayed.

Confirmation service

The traveler can send an SMS to confirm the flight, instead of doing this manually.

Communication service in case of overbooked flights

If a flight is over-booked, the airplane company may use SMS to “buy” some seats on the specific flight. The airplane company gives a “bid”, the customers have opportunity to answer, and the first who answers have sold their seats. It’s possible to raise the bid if the plane is still over-booked after first round of bidding.

VIP information

Premium SMS. Special information service for VIPs. Send a “Surprise me” SMS to the airplane company, and receive exclusive tip of today. Only people with “gold card” (or other selection criteria) will receive an answer.

Mobile information to crisis management

In case of a crisis, the airport has registered several groups of people, who should receive different information via SMS. It’s also possible to call in aiding staff via SMS. In this situation the receiver must respond to acknowledge.

Information to pilots

Pilots can get required information on SMS (flight info, destination, changes of plans etc.)