



**The Future of Mobility:  
working effectively with mobile devices**

# Technology continues to change the way we live

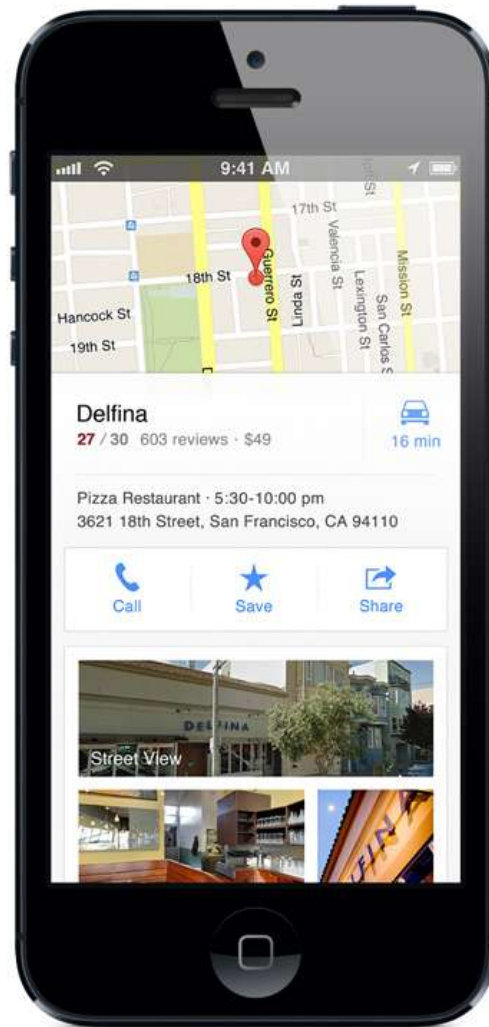
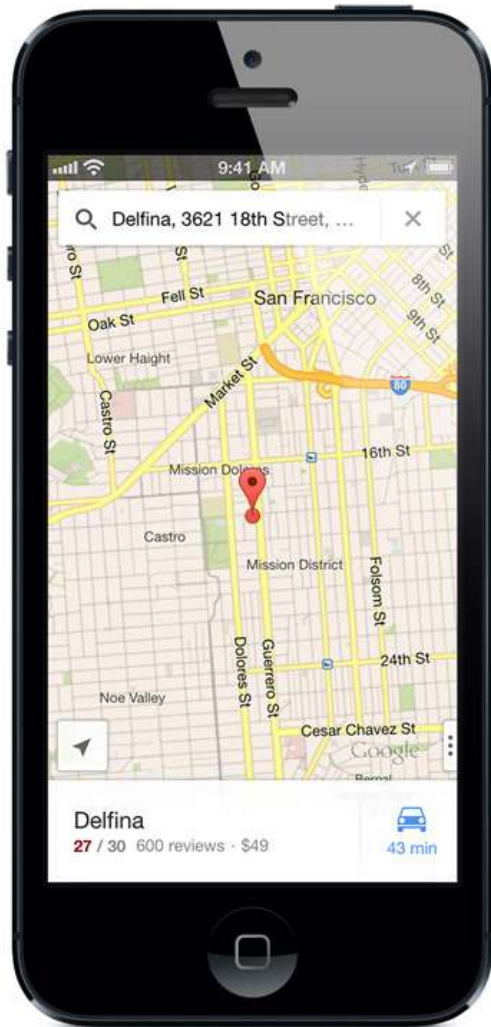


# We use technology to improve the customer experience



# The Evolution of Location and Navigation







- Alaska/Northern Air Boarding Gates
- Virgin Atlantic Boarding Gates
- Moving Walkway/Turn Train
- Transfer Desk
- Delta Check-in/Checkbag, Self-Serve, Pick, Bag Drop
- Delta Shuttle

### Domestic Airports //

#### HNL HONOLULU INTERNATIONAL AIRPORT



#### SEA SEATTLE-TACOMA INTERNATIONAL AIRPORT



#### BOS BOSTON / LOGAN INTERNATIONAL AIRPORT

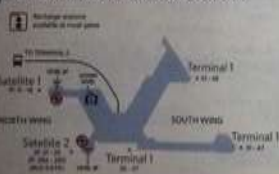


#### SFO SAN FRANCISCO INTERNATIONAL AIRPORT



### International Airports //

#### HRT TOKYO / NARITA INTERNATIONAL AIRPORT

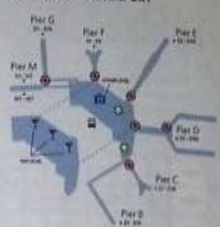


#### PCO ROME (LEONARDO DA VINCI - FIUMICINO) AIRPORT



### International Airports //

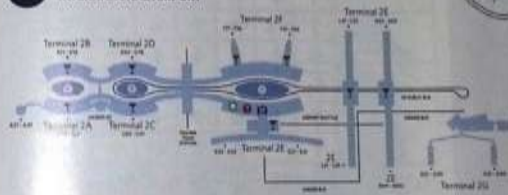
#### AMS AMSTERDAM / SCHIPHOL INTERNATIONAL AIRPORT



#### LHR LONDON HEATHROW AIRPORT



#### CDG PARIS / ROISSY-CHARLES DE GAULLE INTERNATIONAL AIRPORT



#### SEOUL / INCHON INTERNATIONAL AIRPORT

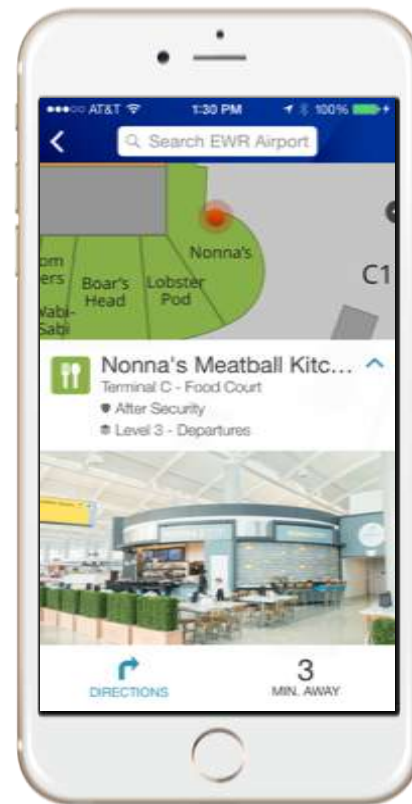
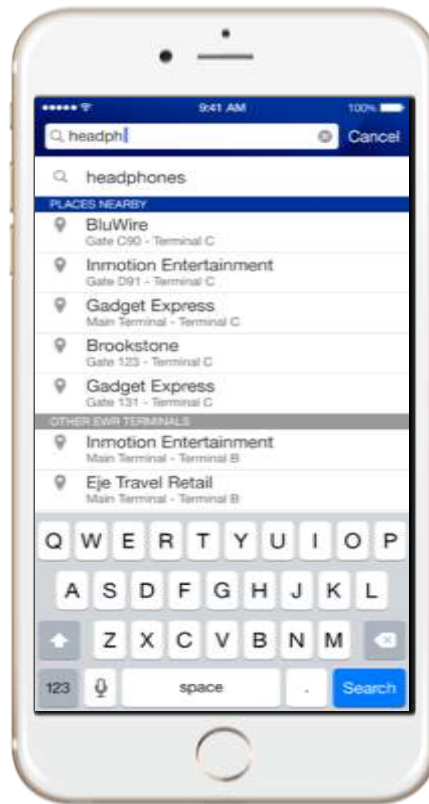
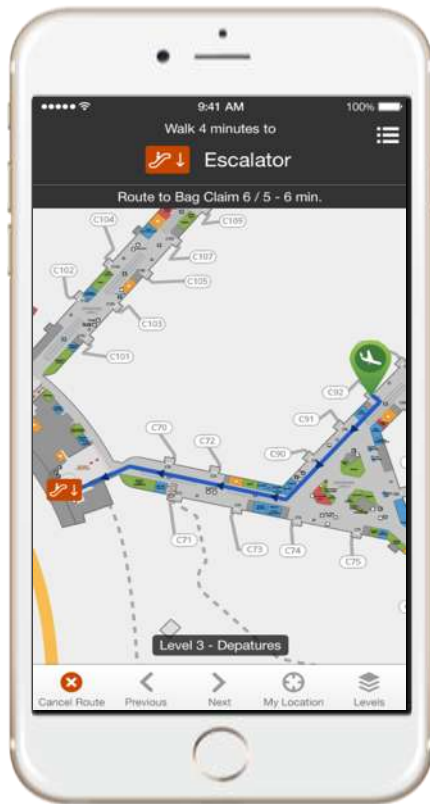


#### MEX MEXICO CITY INTERNATIONAL AIRPORT





# Indoor Mobile Maps



**Let's look at how this technology can be leveraged in other areas; access for example...**

# We wanted to take a technological approach to access

OVER  
**200K**  
Avg. planned request per month

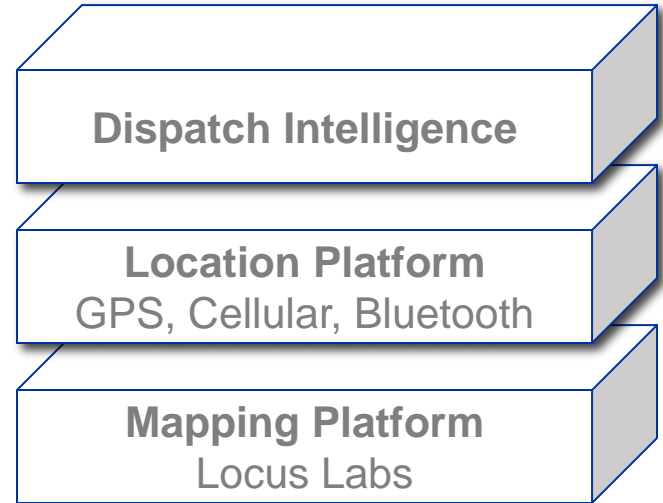
 Transparency

 Efficiency

 Scalability

# Wheelchair dispatch prototype

- ✈ Leverages existing platforms
- ✈ Automated, Intelligent Dispatch
- ✈ Scalable cloud based solution



# Service Request Interface

 Make it easy to receive service

 Provide transparency to customers



# Service Provider Interface

 Faster training and lower barrier to entry

 An effective interface to communicate



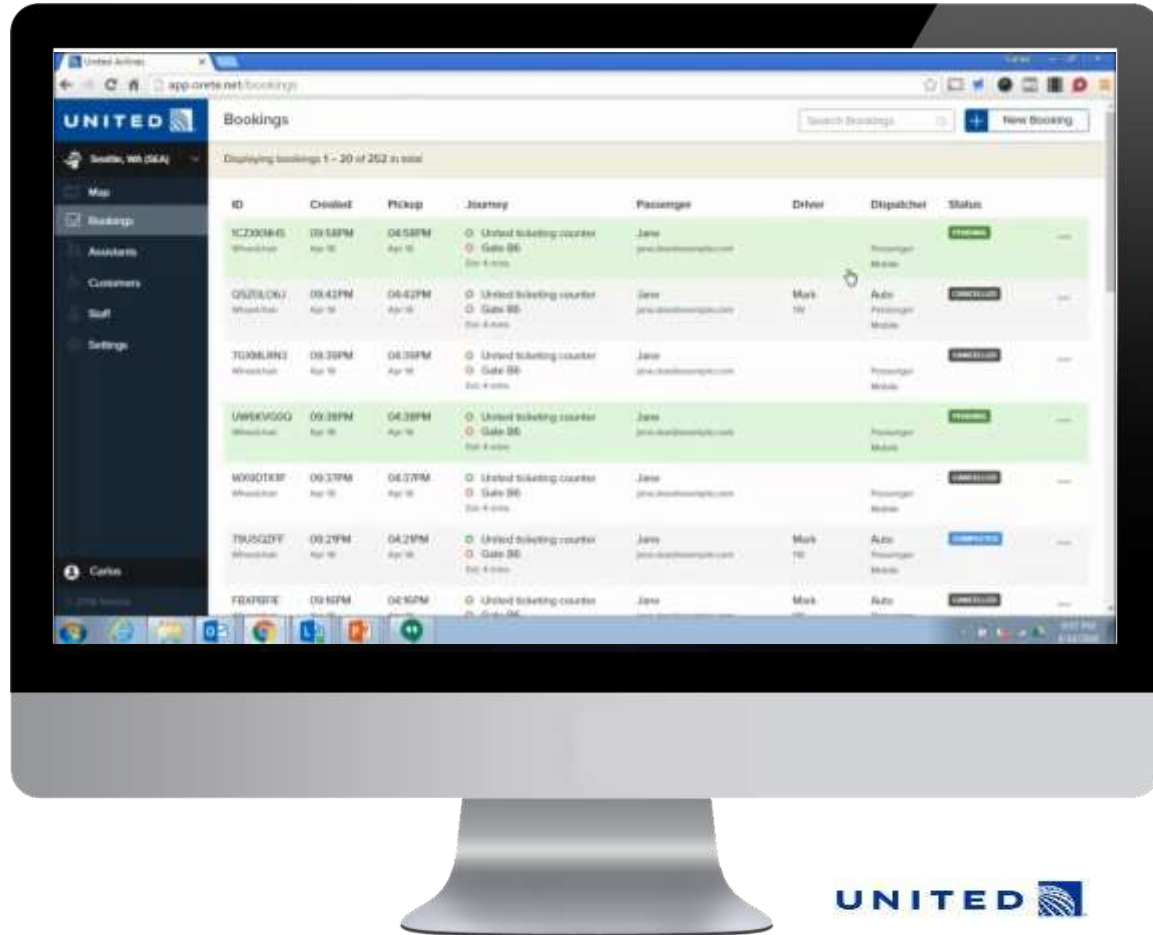
# Operations Admin Interface



Overview of the operation



High level of detail to support intervention and audit





fly the friendly skies