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### Plan and manage your check-in counter assignments

The ARIS/CI check-in counter allocator creates check-in counter assignment plans based on flight-schedule information and business rules, and then adjusts those plans on the day of operation in response to flight-schedule changes and unanticipated events. The ARIS/CI check-in counter allocator receives flight-schedule information from the ARIS/SmartBase<sup>®</sup> database, which stores flight schedules entered by the ARIS/SB<sup>®</sup> schedule builder, or via SMA files and IATA SSIM Chapter 7-compliant schedule files from other systems.

With the ARIS/CI check-in counter allocator, you can:

- Determine how many check-in counters you need to handle passengers, based on flight schedule, aircraft size, passenger load, type of flight, class of service, and defined passenger-arrival patterns
- Handle the need for contiguous check-in counters that vary in number over time
- Handle code shares and alliances
- Create allocation plans that ensure the most efficient use of your check-in counters
- Create allocation plans for proposed flight schedules and resolve conflicts before the flight schedules become active
- Adjust allocations in response to flight-schedule changes
- Update check-in counter displays automatically
- Improve passenger satisfaction by minimizing check-in delays and congestion

### Produces long-term plans

When you use the ARIS/CI check-in counter allocator as a long-range planning tool, you can determine if check-in counter capacity is sufficient to accommodate proposed flight schedules, well in advance of the time the schedules become active. In cases where you identify conflicts, you can use the ARIS/CI check-in counter allocator to evaluate alternative solutions, including possible adjustments to flight schedules or to the allocation rules.

The ARIS/CI check-in counter allocator can adapt check-in counter plans to compensate for short-term changes in airport operations, such as temporary closures of check-in counters or access areas due to construction.

## Adjusts plans on the day of operation

The ability of the ARIS/CI check-in counter allocator to manage check-in counter allocation on the day of operation minimizes the effect changes in flight schedules and other unanticipated events can have on checking in passengers. You can reallocate check-in counters to create the most effective arrangement before problems arise. For example, the ARIS/CI check-in counter allocator can load the daily flight schedule early in the morning and detect possible check-in counter conflicts due to the addition of charter flights, changes in departure times, changes in aircraft, and flight cancellations. It can then recommend ways to avoid conflicts by reducing allocations equitably.

## Balances airline preferences with airport check-in facilities

To create allocation plans, the ARIS/CI check-in counter allocator relies on flight schedule information and business rules containing airline and airport preferences for check-in counter allocation. You enter and store the business rules in the ARIS/SmartBase database, such as, for example, rules about an airline's preferences for scheduling check-in counter open and close times in response to various operating conditions and situations. The ARIS/CI check-in counter allocator automatically produces a check-in counter allocation plan that represents the best balance between airline needs and airport resources. When airline needs exceed capacity, the ARIS/CI check-in counter allocator identifies ways to reduce the use of check-in counter space equitably across all flights.

The ARIS/CI check-in counter allocator supports an almost unlimited range of possible allocations of flights to check-in counters. For example, you can request check-in counters without regard to flight schedules, and you can group flights in arbitrary ways to balance passenger loads throughout terminals.

The ARIS/CI check-in counter allocator stores check-in counter allocation information in the ARIS/SmartBase database, and you can send the information through the ARIS/SmartBus® communication middleware to public-information displays so passengers know which flights are assigned to which check-in counters.

## Representative features

**Automatic allocation planning and manual adjustment on the day of operation.** The ARIS/CI check-in counter allocator automatically converts requests for check-in counters into allocation plans, proposing equitable conflict resolutions when requests for check-in counters exceed available check-in facilities. You can adjust plans in response to changes in flight schedules and other unanticipated events on the day of operation.

**Handle multiple check-in counter allocations as one assignment.** The ARIS/CI check-in counter allocator handles an allocation as a group of check-in counters that can change in number over time. The system also understands that check-in counters assigned to each carrier must be contiguous, thus avoiding gaps that can lead to inefficient use of check-in counters.

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### Who we are

Since our founding more than 35 years ago by members of the Massachusetts Institute of Technology Artificial Intelligence Laboratory, Ascent Technology has helped organizations deploy costly resources as efficiently, effectively, and economically as possible. Our highly trained and capable team of technologists, problem solvers, and solution designers has broad domain expertise and substantial experience in artificial intelligence, computer science and engineering, system design, mathematical optimization, operations research, and resource optimization, planning, scheduling, and management.

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**Intuitive graphical user interface.** The ARIS/CI check-in counter allocator displays an up-to-the-minute view of check-in counter allocations in a bar chart. Allocations can have complex shapes to represent varying demand for check-in counters over time, typically starting with a few check-in counters well before departure time and increasing in number as departure time nears. The product fits the allocations together like pieces of a puzzle to ensure check-in counters are used effectively. When allocations exceed capacity, the ARIS/CI check-in counter allocator reduces the allocations equitably.

**Customizable user interface.** You can customize the user interface colors to represent a variety of information, such as, for example, specific flights, sets of flights, specific country, sets of countries, specific airline, sets of airlines, allocation conflicts, possible congestion due to under-allocation, and handling agent identity.

**Visual alerts warn about problems.** The ARIS/CI check-in counter allocator identifies and resolves conflicts automatically. Visual alerts warn you when a request for check-in counters cannot be accommodated and the amount by which the check-in counter allocation falls short of the requested number of check-in counters.

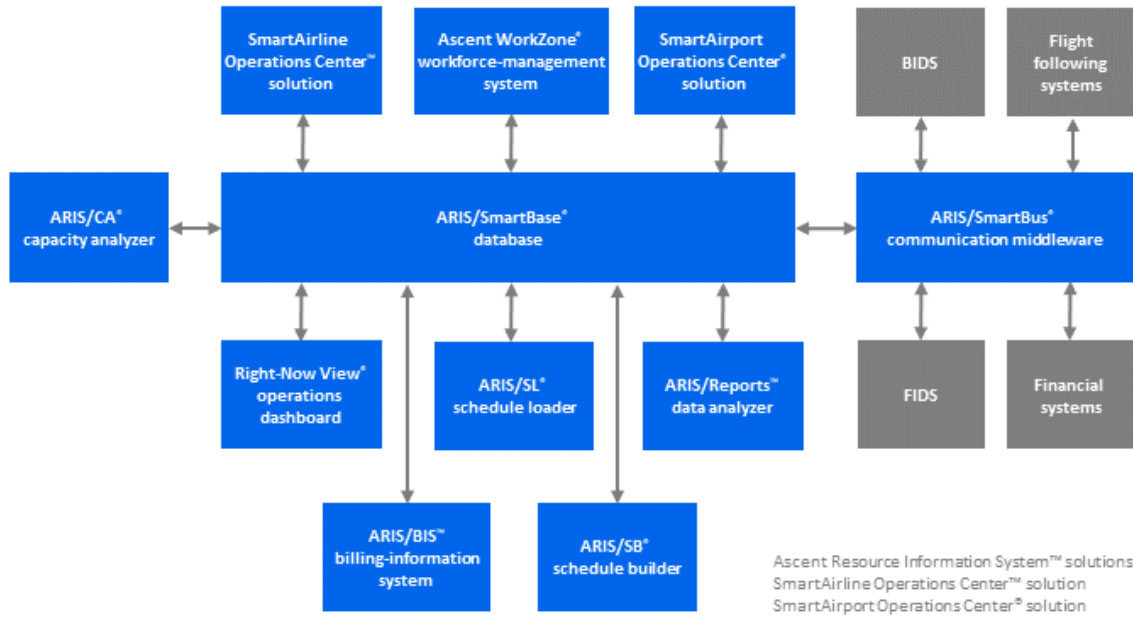
**Multi-user access.** If you have multiple users, changes made by one user are seen by all other users within a few seconds. This makes it possible to control check-in counter allocation from different locations.

**What-if analyses.** When you load a particular day—current, future, or past—the ARIS/CI check-in counter allocator automatically assembles the business rules and airport configuration for that day. This feature is particularly useful when airport construction causes check-in counter areas to change. You can also enter alternative rules and see the effect on the allocation.

**Customer-service staff allocation.** The ARIS/CI check-in counter allocator can coordinate check-in counter allocation decisions with staff-allocation plans created by the Ascent WorkZone® workforce-management system to ease passenger congestion at check-in areas. The ARIS/IQ® queue manager calculates how many check-in counters needed as a function of time to provide a smooth flow of passengers through the check-in area. By looking at arrival rates and performance standards, it determines the most effective way to process all the passengers that need assistance while avoiding overstaffing situations.

**Collaborative decision-making.** The ARIS/CI check-in counter allocator supports team decision-making, ensuring all users share a consistent current view of operations. You can discuss possible solutions with other users before you commit to changes.

**Web-enabled for cost-effective rapid and wide deployment.** You gain access to the ARIS/CI check-in counter allocator through Ascent's From Touchdown to Takeoff® cloud-hosted service, a secure, highly-available, and readily-expandable platform. When you subscribe to the service, you can gain access Ascent's entire suite of products, including the ARIS/CI check-in counter allocator, using a standard browser directly from your network without any need to install, maintain, and support on-premise hardware and software. We can readily adjust available computing power to meet your organization's changing needs, and you can easily expand your solution to accommodate additional users and to manage additional resources, facilities, and locations.



## Ways we can help you

**Advisory and consulting services.** We provide unbiased advice about resource allocation, optimization, planning, scheduling, management, and deployment methodologies; develop cost-benefit analyses; analyze business processes; manage projects; gather and document technical requirements; develop functional specifications; and specify hardware, software, and devices.

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### More information

To learn more about how Ascent Technology solutions can help you optimize your resources to greatest advantage and to schedule a demonstration of our products, send email to [sales@ascent.com](mailto:sales@ascent.com) or call our Sales and Marketing department at +1.617.395.4800.

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**Project-management services.** Our project-management team works closely with you, following our time-proven delivery methodology, and uses face-to-face meetings, teleconferences, web conferences, and email exchanges to keep you informed every step of the way. We believe careful project management is the key to successful on-time and on-budget deliveries of Ascent Technology's SmartAirline Operations Center™ solution and SmartAirport Operations Center™ solution.

**Knowledge-engineering services.** Knowledge engineering is the process of identifying your business knowledge—the business rules, policies, procedures, preferences, and requirements that guide the way your organization operates—and then codifying your business knowledge in the knowledge base at the heart of SmartAirline Operations Center solution and SmartAirport Operations Center solution. The business knowledge in the knowledge base determines how the solutions behave. Our knowledge engineers work with you to gather and enter the business knowledge that enables the solution to behave exactly the way you want it to.

**Implementation, integration, and installation services.** Our implementation team provides system integration and testing services; develops product extensions, enhancements, and connectivity software for importing data to and exporting data from external systems; and creates reports. Our implementation team is also responsible for setting up an environment, customized to meet your organization's needs, and monitoring its performance, in our secure hosting center.

**Training services.** We provide a wide range of user, administrator, trainer, and refresher training classes at your location, at our Boston, MA, headquarters, and remotely over the web. We also provide operational training services remotely when you begin to use the SmartAirline Operations Center solution or the SmartAirport Operations Center solution in production.

**Maintenance and support services.** We offer premium support services for the SmartAirline Operations Center solution and the SmartAirport Operations Center solution around the clock. We provide comprehensive remote user support services via telephone, email, web conferences, and Internet, as well as software maintenance, such as product updates, patches, and releases. Our customer support community portal and ticket system enable you to ask questions and receive responses, request service, report problems, and track issues day and night.

## Ascent Technology's From Touchdown to Takeoff Cloud-Hosted Service

You gain access to the Ascent Resource Information System solutions in the SmartAirline Operations Center solution and in the SmartAirport Operations Center solution over the Internet, using a standard web browser.

Ascent Resource Information System solutions SmartAirline Operations Center solution SmartAirport Operations Center solution	From Touchdown to Takeoff cloud-hosted service Browser support: Google Chrome, Microsoft Edge, and Mozilla Firefox Minimum Internet connection speed: 5 Mbps Minimum resolution: Full HD (FHD)
ARIS/AV <sup>®</sup> aerial-view display	✓
ARIS/BB <sup>®</sup> baggage-belt allocator	✓
ARIS/BIS <sup>™</sup> billing-information system	✓
ARIS/CA <sup>®</sup> capacity analyzer	✓
ARIS/CI <sup>®</sup> check-in counter allocator (with ARIS/IQ <sup>®</sup> queue manager)	✓
ARIS/FW <sup>®</sup> flight watcher	✓
ARIS/GateView <sup>®</sup> real-time display	✓
ARIS/GM <sup>®</sup> gate manager	✓
ARIS/Reports <sup>™</sup> data analyzer	✓
ARIS/SB <sup>®</sup> schedule builder	✓
ARIS/SL <sup>®</sup> schedule loader	✓
ARIS/SmartBase <sup>®</sup> database (with Resource Editor tools)	✓
ARIS/SmartBus <sup>®</sup> communication middleware	✓
ARIS/SP <sup>®</sup> stand planner	✓
Ascent WorkZone <sup>®</sup> workforce manager	✓
ARIS/WorkModel <sup>®</sup> workload generator	✓
ARIS/WorkNet <sup>®</sup> bid and trade manager	✓ *
ARIS/WorkOptimize <sup>®</sup> work-period generator	✓
ARIS/WorkPlan <sup>®</sup> work-schedule generator	✓
ARIS/WorkRelay <sup>®</sup> task and attendance monitor	✓
ARIS/WorkTime <sup>®</sup> workday manager	✓
Right-Now View <sup>®</sup> operations dashboard	✓
ARIS/CX <sup>®</sup> crew-connection analyzer	✓
ARIS/FR <sup>®</sup> flight-readiness display	✓
ARIS/PX <sup>®</sup> passenger-connection analyzer	✓
ARIS/TE <sup>®</sup> tug-equipment assigner	✓
Gate Chart Display <sup>™</sup> tool	✓
Stand Assignment Optimizer <sup>™</sup> tool	✓

\* Minimum requirements: 512 Kbps Internet connection speed and SXGA resolution

ARIS ARIS/AR ARIS/AV ARIS/BB ARIS/CA ARIS/CI ARIS/CX ARIS/FR ARIS/FW ARIS/GateView ARIS/GM ARIS/IQ ARIS/LegGen ARIS/PA ARIS/PX ARIS/SA ARIS/SB ARIS/SE ARIS/SL ARIS/SmartBase ARIS/SmartBus ARIS/SP ARIS/TE ARIS/Tow Panel ARIS/WorkModel ARIS/WorkNet ARIS/WorkOptimize ARIS/WorkPlan ARIS/WorkRelay ARIS/WorkTime Ascent Resource Information System Ascent Technology Inc. (stylized) Ascent WorkZone Ascent WorkZone (stylized) From Touchdown to Takeoff GateKeeper Right-Now View SmartAirline SmartAirline Capacity Analyzer (stylized) SmartAirline Information Manager (stylized) SmartAirline Operations Manager (stylized) SmartAirline WorkZone SmartAirline WorkZone (stylized) SmartAirport Smartairport.com SmartAirport Capacity Analyzer SmartAirport Capacity Analyzer (stylized) SmartAirport Information Manager SmartAirport Information Manager (stylized) SmartAirport Operations SmartAirport Operations Center SmartAirport Operations Manager SmartAirport Operations Manager (stylized) SmartAirport WorkZone and SmartAirport WorkZone (stylized) are registered trademarks of Ascent Technology Inc. in the United States.

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