Blue Eye Video provides proven technology that can directly count people and measure queue behavior, estimate wait time at checkpoints, and report real-time metrics to airport staff through a data server. The provision of real-time data is a key element in ensuring that appropriate staffs are deployed efficiently. The data assists in instant decision-making by managers and allows reaction to a rapidly changing situation. The performance of different queues can be compared and historical data can be used as an aid to resource planning by hour, day, week or month. In combination with capacity planning tools, predictions can be validated and optimized by continuous measurements.

Using existing video cameras our B-QMS (B-Queue Management Solution) measures the following real-time key performance indicators (KPI):

- Waiting time (min)
- Prediction of the waiting time (min)
- Number of passengers in each queue (pax)
- Passenger processing flow at the gate (pax/min)
- Detection of overcrowded environment and abnormal situations
- Heatmap of the terminal: distribution of passengers and occupancy of the space

These real-time KPI allow managers and stakeholders to react promptly to abnormal situations and ensure smooth passenger flow, thus enhancing customer experience.
Innovative Queue Management Solution

Optimize your own CCTV installation

B-QMS can use existing video cameras to analyze queues and measure passenger-processing performance. Additional 360° video cameras can cover an area of about 400m².

Easily install our secure Queue Management Solution

Our solution is composed of IP sensors (video cameras, people counters, …) and virtualized servers to monitor a whole site, such as an entire airport, train station or metro. 1 server can manage up to 20 cameras.

Measure passenger satisfaction in real-time

Service level agreement (SLA) compliance can be continually monitored to achieve optimum performance. Dashboards allow managers to monitor in real-time and analyze passenger satisfaction.

Help your passengers managing their time

At check-in desks, at security control, passport control, transfer, and even at the taxi lanes, our solution allows you to ensure fluid flow. Directing passengers via FIDS, screens and smartphone applications avoids overcrowded situations and reassures the passenger.

Use a proven technology

Since 2005, most of the leading airports and partners trust our solution for the best passenger experience. Every day our adaptive and innovative solution helps manage the increase of traffic by guaranteeing high service levels.