ASAP Services N.V.

ASAP Services N.V. was founded in 2000, and specializes in the sale, installation, maintenance and repair of specialized Electro-Mechanical equipment for Airports, Government Institutions, Hotels and private clients. We spoke to Richard R. Lacle to find out more about the company.

ASAP SERVICES

The Airport Specialists of the Caribbean!

Best for Automated Queue Management Software - Europe

Foxstream is a software company, founded in 2004, that specializes in real-time automated processing of video content analysis (VCA). The firm offers solutions that extract meaningful information from video feeds, which can be materialized by a red contour to identify an intruder in a prohibited area, or by displaying wait times calculated on the number of persons waiting in a line.

Foxstream's objective is to provide users with solutions that increase the efficiency and efficacy of their video system, and to reduce their operating costs. At the end of 2014, Foxstream acquired Blue Eye Video Inc., a company specialized in queue management solutions in the airport industry. This company has now become Foxstream Inc., located in Miami, USA, and offers waiting time estimates as well as security solutions.

Foxstream participates in various large scale collaborative projects. One of them, confidential in nature, seeks to help the French CIS. Another project of the firm's aims to perfect a mobile detection and collision risk alert system on construction sites, to improve the security of construction personnel and highway users. This project, initiated by Aximum and labelled thanks to the Competitive Poles Mov'eo, LUTB and RISQUES, was selected for the 19th funding round of France's FUI.

One of the main advantages of VCA in the security field is that the object that triggers the alarm is highlighted using OSD, for example, a red contour that highlights the vehicle or person, which allows an operator to immediately identify the source of the event without wasting time. Time is the most critical factor when it comes to initiating an intervention. This is why real-time and automatic transmission are key objectives in Foxstream's development, as it facilitates the work of monitoring agents and security personnel, and hence, the efficacy of Law Enforcement agencies.

Foxstream's guiding principle is to be exceptional in its area of expertise, and to associate itself with the best players in the industry, thus providing its customers with state-of-the-art solutions and the freedom to choose their preferred partners. Foxstream works very closely with the UMR (Mixed Research Unit) LIRIS, part of France's CNRS (National Centre for Scientific Research), a world leading R&D institution. The partnership is based on a convention signed with the laboratory, the University of Lyon, and the CNRS at the national level, allowing Foxstream to benefit from numerous exchanges within the research community. This partnership has allowed Foxstream to participate in a dozen international conferences from Singapore to Las Vegas, to present its work and to stay close to the scientific community.

The solutions offered by Foxstream are highly configurable and can adapt themselves to a number of customer requirements, with the firm working largely with integrators, installers and engineering offices. Foxstream cares a great deal about passenger's privacy, which is why their solutions do not use passenger data collected on their cell phones without their authorization; the firm's solutions only measure time spent in queues, they do not track devices.

Foxstream anticipate that passengers in the near future will be more comfortable with technology, as they have grown up with the internet and mobile devices. Although these consumers do not want to feel tracked, they are eager to receive relevant messages concerning their journey to and at the airport, such as free parking spots, wayfinding tools, waiting times through security, and other related information. They do not want to lose time finding the information that concerns them on general boards or touch screen kiosks; they want their personal information pushed to them. Passengers need to feel in control of their journey to enjoy their experience.

Many of the key players in the aviation industry predict that the airport of the future's main goal will be to enhance the passenger experience, thereby increasing non-aeronautical revenues. To achieve this goal, they assert that passengers lean towards increased personalization and complete self-service processing, as mentioned above. Although these professionals mainly agree on this fact, the way to get there is less obvious. Mainly tools exist which may assist in reaching this goal, but they need to be combined in order to enhance the overall experience on offer.

Knowing what the estimated waiting times are will help passengers feel relieved and better plan their trip, but it will not reduce the waiting times. Intelligent Video Analysis helps airport operators better forecast passenger flow and open more desks in order to reduce waiting times. Each airport manager is provided with the correct information at the right time, with a customized dashboard. They have access to real-time estimated waiting times, and can take action by opening new desks to reduce these times. However, the key factor is that operators can now benefit from a new 5-7-day predictive module, offering Automated Predictive Analytics based on Open Data, such as past waiting times at the same time of the year, and Big Data Correlation, such as weather conditions, ground traffic, and school vacations. This service allows them to better forecast their human and physical resources in order to best serve the passengers' interest while optimizing costs for the airport. A win-win solution, which Foxstream hopes to continue to offer to their clients long into the future.

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