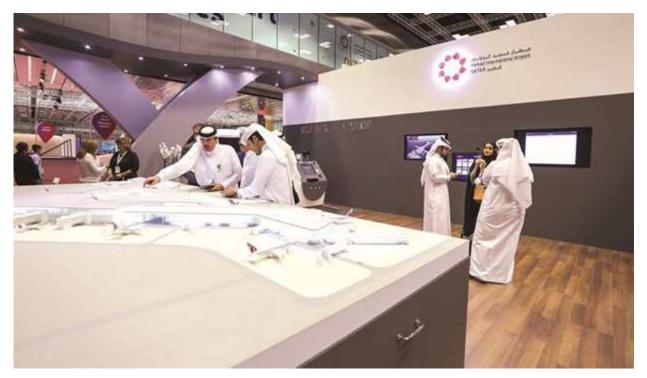# HIA concludes participation at Qitcom

Hamad International Airport (HIA) has concluded its participation at Qitcom 2019 by demonstrating key elements of its innovative Smart Airport programme.

In line with Qitcom's theme this year, 'Safe, Smart Cities', HIA's exhibition booth showcased the airport's paperless air travel experience, whereby passenger verification is performed seamlessly across check-in, bag drop, security check, and aircraft boarding using facial biometric identification.

Passengers checking in at HIA will be able to use a biometric enabled check-in kiosk to create a digital ID by taking their photo.

In future, travellers would also create a secure and reusable digital ID on their smart phones, making their experience swifter and more convenient. Underlining its vision for the airport-of-the-future, HIA also unveiled its new 'Wayfinding and Information' system, where passengers can simply walk up to an information screen, be recognised by their face, and instantly provided with personalised flight and gate information.

The five-star airport also demonstrated its mobile app 'HIAQatar' featuring real-time airport navigation using bluetooth beacon technology; flight and gate information notifications; easily searchable information about services, amenities, shops, cafes, and restaurants for passengers to enjoy their experience.

Recognising the highly-intuitive, relevant features and content of the HIA mobile app, the airport has been awarded 'Mobile App of the Year'.

The award was received by engineer Badr Mohamed al-Meer, chief operating officer at HIA, from HE the Minister of Transport and Communications Jassim Seif Ahmed al-Sulaiti during Qitcom's gala dinner and Qatar Digital Business Awards 2019 ceremony.

The airport also exhibited its 'Digital Twin' prototype, which is designed to provide visual 3D situational awareness in real-time on what is working well and what needs attention to maintain operational excellence or world-class passenger experience that HIA is renowned for. Visitors, particularly student groups from schools in Qatar, were also mesmerised by HIA's high-tech, high-touch robot concept for assisting passengers.

HIA was recognised as the fourth-best airport in the world and the best airport in the Middle East at the Skytrax World Airport Awards 2019.

HIA is currently a candidate for 'World Best Airport' for the Skytrax World Airport Awards 2020. The results will be announced in March 2020 at the Skytrax World Airport Awards. Passengers can vote for HIA by visiting the Official Skytrax World Airport Survey website at http://www.worldairportsurvey.com/Surveys/favorite_airport.html.