CIVICA

Civica SensAI

An intuitive cloud platform to capture people and vehicle flow

Providing behavioural patterns and insights so you can keep services running smoothly and deliver better outcomes for your customers.

Introducing SensAI - a flexible solution that captures data from any IoT device - including WiFi, cameras and sensors to support real-time insights into the behavioural patterns of people, vehicles and other objects in selected spaces.

SensAI provides a self-serve presentation portal, giving you real-time and historic dashboards. With a simple and intuitive interface, it's easy to set up and use requiring little technical know-how.

SensAI is a fully GDPR compliant platform allowing you to detect the presence and density of people and objetcs such as vehicles in a defined location and see that information on constantly updated map-based visualisations.

With SensAI you can:

- **Track numbers of people** in a retail space or transport hub and receive an alert when thresholds are reached

- **Let customers know waiting times** in airport lounges or in queuing systems

- **Monitor people entering a restricted area** and prompt to prevent safety issues

- **Identify usage trends** for a bus route, public park or tourist attraction, and adjust timetables or opening hours accordingly.

Reassurance in a post-pandemic world

COVID-19 has significantly changed how we live and work. Ever changing regulations around public access and working practices means that regulatory compliance is more important than ever.

With SensAI, you can use your existing camera network to monitor social distancing and run reports on mask compliance to keep customers and citizens safe in crowded areas.

A solution tailored for you

Whatever your need, SensAI provides a complete solution for monitoring and analysis. It comprises sensor hardware and cloud-based detection, processing, visualisation and analysis capabilities and can easily integrate to your existing systems.

Better yet, it's hardware agnostic meaning you can be up and running in no time.

Key benefits:

1 | Real-time insights

2 | Capture data from any IoT device

3 | Deliver improved public services

"SensAI has allowed us to gain a better understanding of our customers, utilising new and existing infrastructure to enable deeper insights, which is key in meeting our digital transformation goals, objectives and outcomes."

Brian Roche, Director of IT, Belfast City Airport

Learn more:
civica.com/SensAI

Contact us:
digital@civica.co.uk

Implementation at George Best City Airport

The George Best Belfast City Airport (BCA) is the business and residential gateway for N.Ireland. Serving 2.5million+ passengers every year, the Airport plays a crucial role in supporting the local economy and global travel industry.

The Airport's vision is to exceed "customer expectations", and their leaders play an active role in showcasing local talent by building an innovation hub and collaborating with Civica to help them on their innovative journey.

BCA partnered with Civica to build an IoT cloud-based solution that would:

- Provide a detailed view of passenger's journey through the airport

- Improve and automate security clearance process

- Use real-time data to identify and auto classify baggage

- Support the monetisation of complementary services for their partners

- Leverage their existing IoT network

- Be easily managed

- And ultimately, improve experiences

From terminal building to tarmac, SensAI is connecting data, connecting passengers and improving the customer experience. The platform was integrated with the Airport's existing camera network – keeping costs down, minimising disruption and quickly building an innovative solution to cover all aspects of Airport life.

SensAI was deployed within the airport and fully operational within just two weeks and currently provides real-time information on passengers (numbers, locations, heavy use areas etc.) enabling rapid use to improve customer experience.

One main goal of BCA was to reduce security wait times from an average of 6 mins.

SensAI is delivering geo-located and practical information e.g. real-time waiting times for security, queues in shops/duty free etc to passengers. The system is also providing partners with data rich information that can assist in tailoring and personalising passenger offerings within the airport.

In addition, Auto baggage detection data is shared with airlines to maximise luggage load time and fuel efficiencies in real-time which is saving money and reducing carbon footprints.

COVID-19 has been a challenge for many especially the travel industry. SensAI is helping BCA comply with regulations by monitoring social distancing and use of face masks to improve their passenger's confidence and safety in the airport environment.

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