Schiphol

Flying High: Schiphol Airport's New Mobile Workforce App



JUMP TO SECTION

Cleared for Takeoff First-class Developm To put it mility, airport operations are complex. From efficiently moving billions of passengers to coordinating the movement of Acco-dia metal machines, objects in almost is buyely challenging. Because of this, airport employees must be able to perform their daily tasks efficiently, One simple but significant component of this is communication. Airport employees must be able to communicate complex information efficiently and simply.

Ameterian Alprot Schiphol. Known Informally as Schiphol. Is providing their employees access to helpful technology that makes their dip-rod only schipped. An app to have created, called Schiphol Todays, has make communication and stift changes easier for Schiphol Todays. More consequently expended to the schipped schipped schipped schipped schipped schipped schipped schipped researched already established processes and used low code to build a solution that not my alternated information about the already.

We sit down with Maud Schijen, Product Owner, and Lennart Spaans, Serior Developer at Ordina Digital Services, on Make/Shill to talk about their research and development processes for developing Schiphol Today. Check out the podicast episode below to hear directly from them about their experience developing a solution that provides value to their users:

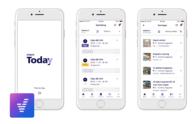
Getting Lost in Translation

One of the main responsibilities of Schiphol's floor managers is to keep the terminal safe and clean for the millions of passengers who travel through the alignor. To do this, they must report any incidents that may impact alignor to persions, such as maintenance worth that vill obstant valently, and passing along that information to the next shift. This transfer of knowledge occurred three times a day, each happening on per and paper and in some cases, by word of mounts.

The floor managers have a briefing three times a

Ine floor managers have a priefing three times a day where they tell each other what happened and then they write it down... because of a lack of tooling, they mostly used their phone or pen and paper. A lot of information got lost in transition

The lack of digital documentation of information during these shift handovers caused a few problems. By relying on informal methods of recording this information, the floor managers would understandably have a harder time communicating provious spoides from shift changes they were not part of Additionally, this information can be unintentionally changed through the chain of communication, both instances lead to time wasted triving to Signe out the reality of a Stautorio.



The Schiphol Today app simplifies the floor manager's communication between shifts

To start the project, Softiers and Searce twen they had to keep their end users to got mind. It all starts will beinging because as a product others the likes to get to lower the business processes indice out; Sanses explains. Softiers internetives the end-users, in this case, their floor managers, to understand how they overset. Once she had magged the processes, the presented for findings to various stateholders, again including the end-users to ensure that her approach would help to solve their proclemes. This allowed her to understand the business process at its cover, and to use the once purpose of the proclemes. This allowed her for their development. As Softier explains, "they always try to implement new working processes that contains fewer sentimentative stopes, received communication levels, or prevent data soft helping to ensure contains fewer sentimentative stopes, received.

use user-up-injecture. As soughe expanses, threely aways for to implement new working processes that dark fever administrative steps, enduce communication layers, or persent data loss: helping to ensure their southors are reducing operational burdens for day to-day soth/files. We prioritize based on the value for the user while keeping in mind the overall goal of the entire project

Once the state-indistives were no board with responsant to digitative the process. Softier prioritizes obsolutions that enables were the managed of the process to the process to the process to the process to collect the process to the process to be process to the process to

After conducting deep research into the processes that the floor managers undertake, Schiljen and Spaans delivered a solution that solved the challenges they were facing. Titled Schiphot Today, the mobile app is easy to use and provides the floor managers away of centrally recording critical information that helps the dot help lobs. The app updates each floor manager at the start of their shift and provides a digital record of service consistent of the shift and provides a digital record of service consistent of the shift and provides a digital record of service consistent of the shift and provides and shift and provides a digital record of service consistent of the shift and provides and shift and

Cleared for Takeoff

Now that the floor managers are using the Schiphot Oddy age, they can report hicklents or unsafel situations directly to the relevant parts; returned than performing a sender of calls to share information. They have a clear over-fleve of the incident in question and, as Spaans explains, "everptody gets a sense of control, that they never had before. They can now update the indicent through the age in real-fline, keeping the other Schiphol employees up to date with the lastest information available. These updates are stored in the age, so the floor managers can review previous updates and steps taken to recold the lasses, information is no longer getting lost during shift changeovers now that they have a digital record of incidents.

First-class Development

As outlined serifies, Schiffer and Spanns must keep several different stakeholders in mind when building solutions for the spinor. To implement digital process solutions souccessfully, Schiffer sepains that it's important to Tawa a very human approach? to understanding the reasoning behind certain activities within process. As Schiffer and Spanne discovered, three is usually a vaid meason as to why a certain process done in a particular way, so they needed to include the users in their development lifecycle. The Mercide Helform allows Schiffer and Spanne to obscribe treathval is angited the end-users who they are developed preferred and/or schiffer and Spanne to obscribe treathval is angited the end-users who they are developed to the spinor of the spinor

ox These other data sources are supplementing the information provided by floor managers.

Mendix fits in well with all these [innovative]
technologies, because [the digital team] can just
access the portal and use all the data available, and
show it directly to the users

Schiphol Today was initially released before COVID-19, which meant Schijen and Spaans were tasked with making updates based on the impact that the pandemic brought like social distancing and other disruptly changes. Despite the sudden and significant changes, "Schipholj was able to respond quickly to those needs." Spaans outlines.

Clear Skies Ahead

By keeping their users top of mind, Schijfen and Spaans are delivering solutions that provide value. They started by understanding Schiphor's business processes at their core and replicating their intended purpose into an app that enables the floor managers to spend less time on sharing information, and more time providing orast services to their passengers.

The pair have ambitious plans for the future of Schiphol's Innovation. So far, they have only addressed the needs of the floor managers, just one of the many roles of the mobile workforce. Because they are leveraging low-code, they can reuse components here have built in the Schiphol Toddy app of their new projects. They plan to prioritize their future work in the same way they have previously; focusing on the needs of their endures and addition substitutional surfacent pronesses.

CUSTOMER EXPERIENCE MOBILE PROCESS AUTOMATION