FERRY SHIPPING SUMMIT 2023

How automation and self-service can optimize the onboarding service for ferry ROPAX operators

Lars Clausen
Founder & CCO

LOGOS
Empowered logic

Logos in brief

- Focused on self-service payment- and automation solutions and platforms with a special focus on mobility
- We are system integrators with own solutions for e.g. kiosks, card payment, mobile payment, kiosk applications, gate control systems and backend solutions.
- Agile development organization of app. 60 software engineers for co-creations, customizations, interfacing, adaptations etc.
- We partner with our clients to support them in their digital transformation journey
- App 170 employees

Refueling

EV

Car Wash

Parking

Ferry & Toll Road

Automated retail

Payment Modules

LOGOS

Why automation and self-service?

It is about better customer experience, more safety and higher profitability

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Why automation and self-service?

- Better and more intuitive customer journey
- Faster check-in - Expect an average of a factor 2-3 improvement of gate flows (check-in time)
- Create logic up-sales possibilities at the kiosks
- Efficient handling of high-season peaks w. less need for temp. staff etc.
- Increased safety and security
  - *People counting, vehicle type identification (e.g., EV) etc.*
- Provides correct classification = correct ticketing = increased profitability
- Fewer manual processes = reduced operating costs
- Focus manual processes for customers on deviations and exemption handling
- Improved overall port flows and reduced congestion in port area
- Reduce or eliminate cash handling

What can be automized?

- Identification of vehicles
  - *License plate recognition (linked to bookings, track and trace of freight vehicles, commuters etc.)*
  - *Vehicle type identification (make & model)*
- Classification of vehicles for correct ticketing
- Photo documentation for damage claims management.
- Weight and dimensions of vehicles for cargo planning
- Counting of vehicles boarding/leaving
- Counting of persons boarding/leaving
  - *Walking passengers*
  - *(Driving passengers)*
- Track and trace of freight vehicles
- Verification of passports & ID cards
- OCR reading for e.g. verification of haz. labels etc.
- And others, as there is a continuous development in automation solutions

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What to use self-service for?

- User dialogue at check-in gate
- Deviation management
- Booking identification
- Ticket sales
- Up-sale
- Payment
- Persons Identification
- Document handling

Examples of Installations

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Cars & Vans

BORNHOLMSLINJEN
BORNHOLMSLINJEN
BORNHOLMSLINJEN
Max. Højde 3.25 M.
Max. Højde 3.25 M.
Max. Højde 3.25 M.

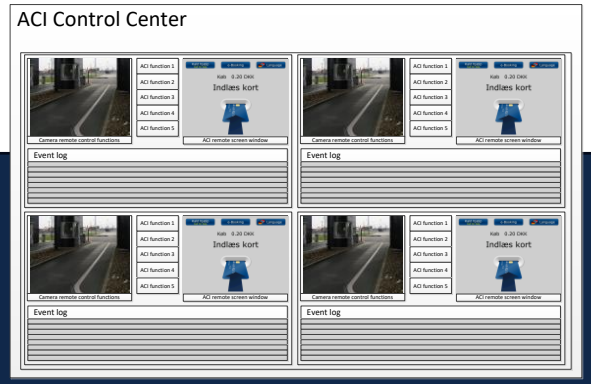
Installation in existing structure

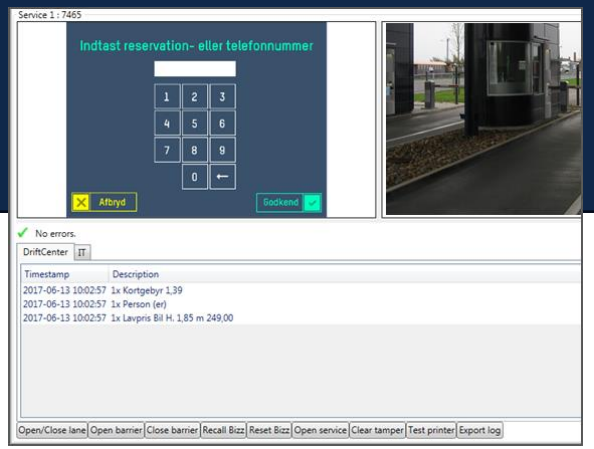
New structure designed for self-service

KOMBARDO EXPRESSEN
HERMING TURIST
SETRA

With classification and license plate recognition

Modular Self-Service Kiosk for All Passenger Types





Trucks

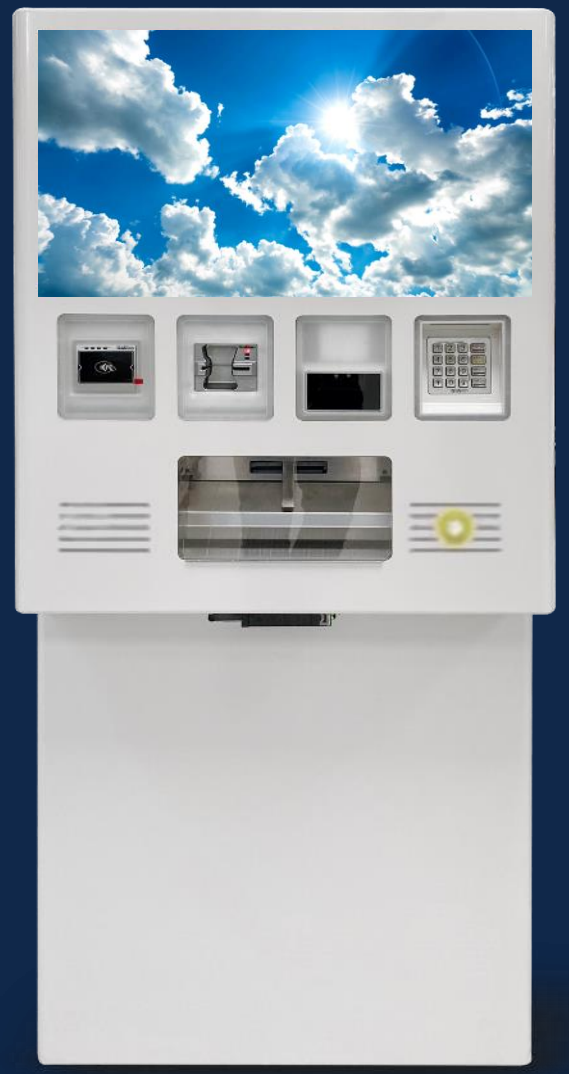
HARTMAN
GIGASPACE
ACTROS
69-BPZ-5
Camiones Ltd
Estonia
SCANIA
865 MSZ
-Lloyd
MÖLLER

Combination of Vans & Trucks

Foot passengers

Introducing the new ACINA generation

- 22” Outdoor Touch Screen
- Full HD graphics
- Customizable user flow w. support for HTML
- Powerful embedded Linux platform
- All Stainless Steel
- Modules for
  - *Contactless Payment (EMV & Mifare)*
  - *QR and Barcode Scanner*
  - *Document Printing*
  - *Intercom*
  - *Camera*



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Where to start and how to implement?

We divide a delivery into 3 phases:

1. Clarification & Scoping phase
2. Design & Specification phase
3. Customization & Implementation phase

All ferries, routes and ports are individual.

Please speak with us to discuss how to optimize your onboarding service

Thomas G. Nielsen

Lars Clausen

Thank you for listening!

Thomas G. Nielsen

Lars Clausen

LOGOS
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Logos Payment Solutions A/S
Nærum Hovedgade 6
2850 Nærum
Denmark

+45 45 87 78 99
info@logos.dk

www.logos.dk