

## Common Use Passenger Processing System

### System for sharing check-in and boarding gates

#### Enhanced passenger processing



CREWS is a proven CUTE system for seamlessly sharing check-in and boarding positions and the associated peripherals (2D boarding pass printers, bag tag printers, boarding pass readers, MSR and OCR readers, etc.) among the various airlines present at the airport.

It also provides direct access to airlines' applications from standard workstations (back-office workstations).

Fully compliant with IATA recommendation 1797, RESA is actively participating in defining the IATA CUPPS standard with a view to harmonizing the interface between airlines' applications and shared platforms.

RESA is the first CUTE platform provider to be IATA CUPPS certified on the first official launch date of this new standard set on October 15, 2009.



#### A software integration platform

CREWS is a software integration platform enabling users to download applications located on a central server to workstations, based on user access rights that are different for each airline. The configuration information is also centralized on a server, making the whole system perfectly secure.

#### Unlimited airline integration

Integrating a new airline into the CREWS environment is done seamlessly in RESA's laboratory. The system currently integrates a large number of packages for a variety of airlines. Any certified package can be easily deployed at any airport upon request. For CUPPS applications, the only tests required in the lab are integration tests to facilitate access to the platform.

#### Centralized system

The applications are all located on the file server, facilitating updates and maintenance, since proprietary airline programs are not hosted on the CREWS workstations, which are all identical. Moreover, this means that workstations can be deployed at remote airports without a significant structural investment.

#### Easy to administer

CREWS architecture is designed to enable an airport or its service providers to operate the platform themselves, and includes user-friendly supervision and maintenance tools as standard features.

#### CREWS provides many benefits:

- lower check-in and boarding operations costs,
- 100% IP architecture,
- very high availability level,
- optimized maintenance,
- powerful administration tools,
- open architecture,
- runs on the latest operating system releases.

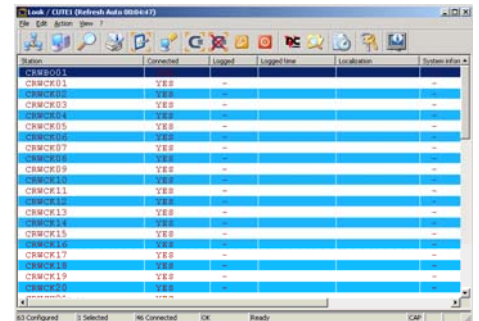
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## Powerful administration tools

### Supervision tool

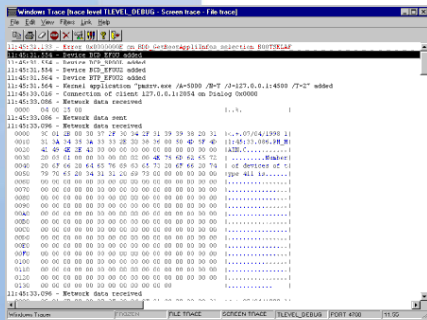
LOOK, the supervision tool entirely developed by RESA, displays the status of the CREWS network at all times.

Administrators can remotely control any CREWS workstation, reboot and check parameters such as software environment, hardware features (processor, memory, remote accessed discs, etc.), address and trace server level. LOOK can also be used to send messages to users, test devices remotely, etc.



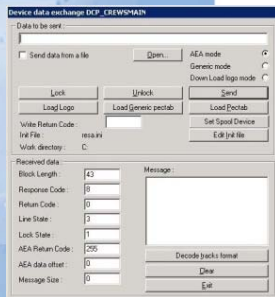
### Trace server

The CREWS trace server records transactions carried out on the CREWS network according to a level of relevance defined by the administrator. Data recording parameters can be set via a graphic user interface to filter events according to five trace levels and based on traced devices (peripheral manager, video emulators, database server, boarding server, etc.). This function helps to identify the causes of malfunctions (hardware or airline).



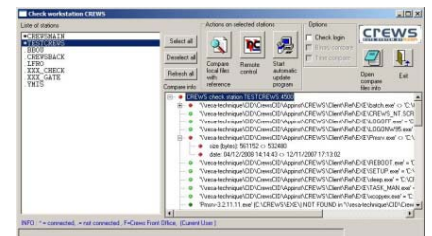
### Device tester

The CREWS device tester checks that peripherals (printers or readers) connected to the CREWS workstations are working correctly. This is very useful when installing a new peripheral or detecting a problem. The system can print bag tags and boarding passes remotely, and check peripheral connection status as well as device response when external elements are installed (Pectab, logos, etc.). This helps to determine the origin of a problem (hardware or airline).



### Check update

CHECK UPDATE is a powerful application that automates the remote updating of CREWS workstations through a local network or through a remote link (VPN).



Please feel free to contact us for detailed documentation about CREWS.