



1 Apr 2000

Dubai International Airport receives Middle East IT Award for 'Best Airport Services through use of Technology'

Dubai International Airport has been awarded the Middle East IT Awards for "Best Airport Services through the use of Technology". Organised by Datamatix and Aberdeen Group USA, the award ceremony was held at the Dubai World Trade Centre, in the presence of HH Sheikh Ahmed bin Saeed Al Maktoum, President of the Department of Civil Aviation and Chairman of Emirates, senior diplomats and decision makers from government and private establishments in the AGCC countries.

Dubai International Airport, being the gateway to the Emirates, has witnessed a heavy growth of passenger movement in the last ten years - from 4.5 million passengers in 1989 to 10.7 million in 1999. By offering top class service and facilities, the Department of Civil Aviation aims to attract more people to the country and thereby contribute to the growth of the general economy of the nation.

HH Sheikh Ahmed bin Saeed Al Maktoum, President of the Department of Civil Aviation and Chairman of Emirates, commented: "It is a well known fact that the key to success, worldover, in the 21st century is information technology. The effectiveness of any organisation rests on its investment in information technology. The Department of Civil Aviation also recognises this and has invested heavily in this area to provide the best of service and facilities to all those who use Dubai International Airport and its subsidiaries.

"With the support of the Government of Dubai, it is our endeavour to keep abreast with the best in the world and provide services and facilities that are world class. This award, "The Best Airport Service through use of Technology", is a recognition of our efforts by

the customer themselves. I thank the voters who have given us this encouragement to continue in our attempt to provide nothing but the best." The Middle East Information Technology Awards were presented to companies involved in Information Technology, and who in the past year excelled in their chosen field. Business organisations who successfully incorporated new technological innovations for maximising customer support services were also evaluated. An independent team of computer professionals, representing some the leading business groups, research centres, chose the winners based on the votes cast by end users.

The Department of Civil Aviation has installed state-of-the-art Flight Information Systems (FIDS) and Baggage Information Systems (BIDS) in the Arrivals and Departures at Dubai International Airport. The new 42 inch plasma screen monitors give passengers, for the first time, a new experience of the world's first multi-lingual flight information display. That is, a single monitor can display flight information in more than one language at the same time.

While the baggage and conveyor belts are the widest available in the market, the checked in baggage is tagged with a special Baggage Reconciliation System which tracks each piece of baggage from check-in through loading. All bags are scanned with barcode scanners and the system will store all information about the location of the baggage. This makes retrieval - whenever necessary - much faster.

The DCA aims to provide the best service to passengers through the use of high technology and state-of-the-art facilities.