

25 March 2020

Tokyo International Air Terminal Corporation

Indy Associates Co., Ltd.

Nextremer Co., Ltd.

Haneda Airport begins Public Trials of AI Concierge for International Passengers



From March 2020, Tokyo International Air Terminal Corporation (TIAT; Head Office: Ota-ku, Tokyo; President & CEO: Katsuji Doi), Indy Associates Co., Ltd. (Indy Associates; Head Office: Naka-ku, Nagoya; President & CEO: Akitoshi Tachi) and Nextremer Co., Ltd. (Nextremer; Head Office: Itabashi-ku, Tokyo; President & CEO: Taichi Takahashi) will begin public trials of multilingual AI-driven guidance tools for international passengers at Haneda Airport. These trials will aim to enhance guidance services as part of capacity improvements at airports in Greater Tokyo.

■ Public Trial Outline

Period: Sunday 29 March – Wednesday 30 September 2020

Location: International Departing Passenger Screening Checkpoint, 2F, Terminal 2

Entrance Plaza, 1F, Terminal 3

Trial content: AI-powered touchscreen displays featuring an animated concierge, Asuka Haneda^{*1}, who uses voice recognition and interactive dialogue to provide 24-hour multilingual^{*2} guidance, including information about facilities, restaurants and shops.

^{*1} Drawn by Shinji Hinoki, the manga artist who illustrated the Haneda Airport-themed 'Big Wing' manga

^{*2} Four languages (Japanese, English, Chinese (traditional, simplified), Korean)

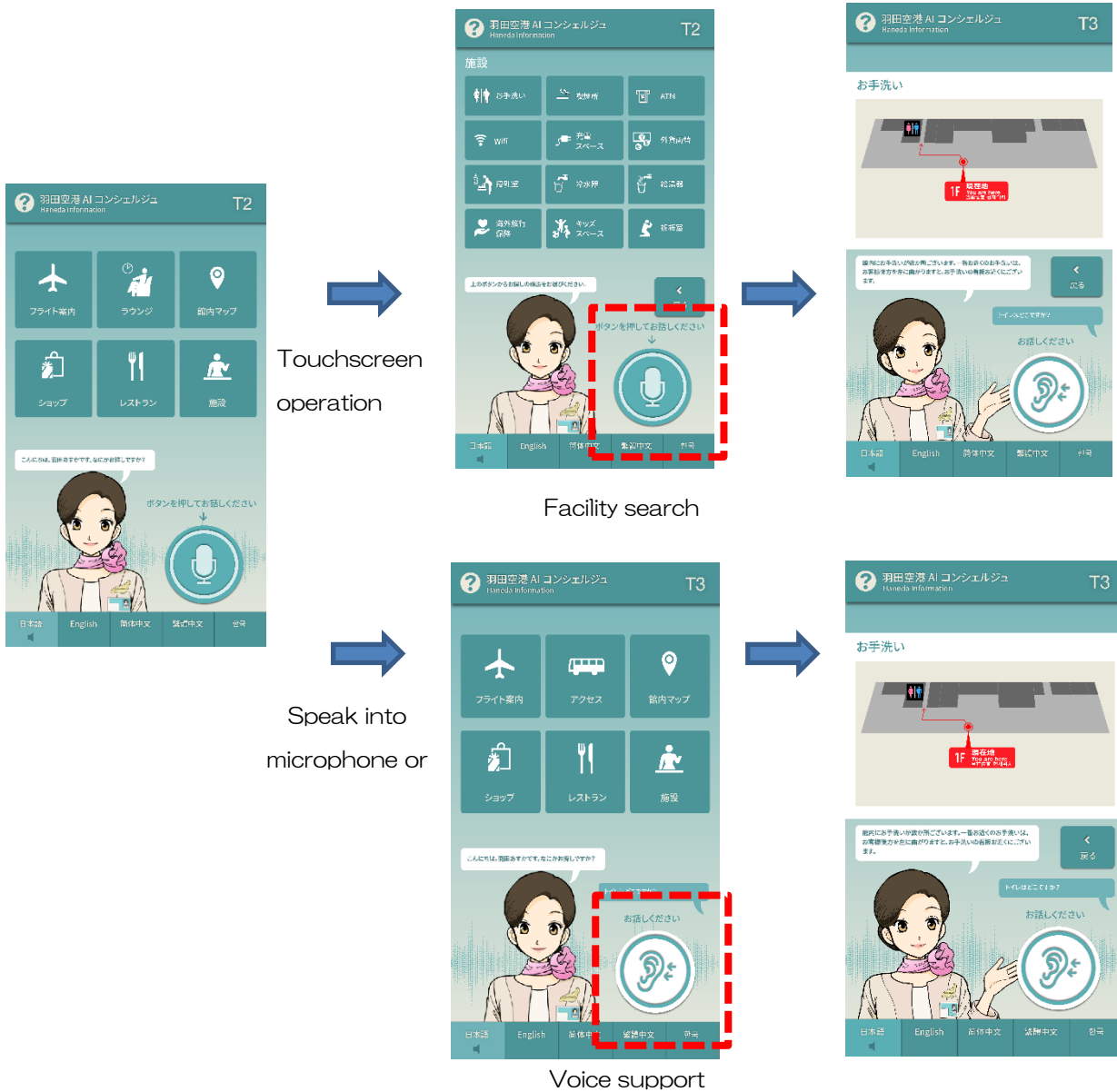
■ AI Concierge Outline

Nextremer has developed an interactive AI engine optimized for airport tasks, equipped with information for facility guidance dialogues as well as a dictionary function for common terms used in relation to airport guidance. Linking this AI engine to the guidance information used in Haneda Airport's digital signage (operated by Indy Associates) enables facility information and terminal maps to be displayed on-screen with visual and interactive audio guidance. This approach offers easy-to-understand guidance in a format that is closer to face-to-face service than signage. The use of an AI engine also enables instant responses and support for foreign language inquiries.

To protect customer privacy, the AI concierge employs a hybrid format equipped with both a telephone handset and a microphone/speaker setup that supports voice input. The screen also displays text information in a dialogue format, while directional speakers facilitate use by individuals with impaired hearing.

With a height of 1.5m, the unit is designed to be accessible to all users, including children and the wheelchair-bound.

■ How to Use



Working with the Haneda Robotics Lab (HRL) established by the Japan Airport Terminal Co., Ltd., TIAT is striving to improve the efficiency of guidance tasks by sharing data from previous Nextremer AI engines implemented by HRL. TIAT is also working to improve convenience and cater to the diverse needs of Haneda Airport users by adopting the same interface for both domestic and international passengers, enabling information-sharing that contributes to greater coordination across all flights.

HANEDA
ROBOTICS
LAB



Haneda Robotics Lab: a project that provides robot developers with opportunities to test at the airport, eliminating issues and sharing operating knowledge. Managed in cooperation with the Ministry of Land, Infrastructure, Transport and Tourism, and the Ministry of Economy, Trade, and Industry, as part of the Japanese government's reform 2020 project.

【 Indy Associates Co., Ltd. 】

Video production company established in 1996. Indy Associates uses the latest technology in digital content creation and systems development. At Haneda Airport, the company has been involved in the design, production, management and operation of commercial digital signage, event planning and operation, as well as the development of remote-controlled robots at the Haneda Robotics Lab.

【 Nextremer Co., Ltd. 】

A startup based in Tokyo, Kochi and Kanazawa that promotes the adoption of AI in society. By commercializing AI in more accessible forms, Nextremer strives to create a world in which a greater share of society can reap the benefits of technology. To this end, Nextremer conducts R&D in AI systems and businesses that promote AI adoption in society (AI engine licensing, AI products). Designs and operates an AI information desk at the Haneda Robotics Lab; also involved in airport events.

■ Related Enquiries

Tokyo International Air Terminal Corporation

Passenger Service Department, Tel: 03-6428-5961

Indy Associates Co., Ltd.

Sales Planning Department Tel: 03-5436-1184

Nextremer Co., Ltd.

Administration Department Tel: 03-6915-6447