

# PRE-FLIGHT PRINTING



# Epson dot matrix printers keep KLM on schedule at major international airport



## Background

KLM Royal Dutch Airlines N.V. is at the forefront of the European airline industry. KLM is the core of the KLM Group, which also includes the wholly-owned subsidiaries KLM Cityhopper, transavia.com and Martinair.

Amsterdam Airport Schiphol, located 20 minutes southwest of the city centre, is the Netherlands' main international airport and the KLM group's primary hub. The airport also serves as a European hub for Delta Air Lines. Schiphol is an important European airport, ranking as Europe's fifth largest by total passenger traffic. It also ranks as the world's sixth largest by international passenger traffic and the world's seventeenth largest for cargo tonnage. In 2010, 45.3 million passengers passed through the airport.

## Existing situation and requirements

Ensuring a quick, efficient and on-time service is vital to the operation, profitability and reputation of all airlines.

Even occasional passengers will be familiar with the array of checks and documentation required between check-in and take-off. Key to this process is the flight manifest; a printed document that provides the flight team with up-to-the-minute information on passengers, loadsheets and cargo, enabling pre-flight security checks and allowing the pilots to make last minute calculations on the weight and balance of the aircraft.

As the manifest must contain the very latest available information it is printed for the flight crew when they reach the boarding gate. Without this manifest, the flight will not depart, making it extremely important that the printer works all the time, and prints out the information quickly. An error or malfunction could cause delay for the flight.

In order to improve the printing of these documents KLM sought a new print partner who could offer high speed, accurate printing, and robust, easily serviceable products. Mr. Maikel Sporkslede, contract manager for KLM Royal Dutch Airlines, said, "As an International Airline it is crucial for us to be punctual, especially in these very competitive times, which is why reliability and speed is essential."

## Epson's Solution

Epson proposed the Epson FX-890 dot matrix printer as the ideal solution for all KLM's requirements at Schiphol.

Small and the fastest in its class, with an outstanding 'volume between failure' rate of 52 million lines the Epson FX-890 is able to handle medium to heavy print loads quickly and reliably, and at low cost. The printer also has a wide selection of standard and optional paper formats, feeding and storage options to choose from. There's also an optional front sheet guide for smaller paper sizes.

KLM was immediately interested in the Epson FX-890 dot matrix printer and, following seeding trials at Schiphol against several rival models and excellent feedback from staff, KLM confirmed that Epson was its supplier of choice in December 2010 for its boarding gate manifest printing at Schiphol. Soon afterwards installation of the units began and, since February 2011, 167 Epson FX-890 dot matrix printers have been keeping KLM on schedule at one of the world's busiest international airports.

## Benefits

The Epson FX-890 dot matrix printer gives KLM flight crews the peace of mind that their flight manifests will be instantly printed on arrival at the boarding gate, enabling efficient and timely take off and smooth operation at the airline's primary hub. KLM's management team is also relieved, as this robust alternative to their previous installations reduces flight delays, passenger unrest and maintenance costs.



**Maikel Sporkslede**  
Contract Manager for KLM

Mr. Maikel Sporkslede, contract manager for KLM Royal Dutch Airlines, said of the decision, "We were looking for a successor to the previous dot matrix printers installed at the gates which are used for loadsheet printing, passenger lists, cargo manifests etc. After a trial with several brands of printer, the Epson FX890 was chosen because of its printing speed and the fact that the printer is more robust."

For more information on Epson's range of large format printers visit [www.epson.eu](http://www.epson.eu)

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