A revolutionary advancement in common-use passenger check-in.

ARINC cMUSE™
COMMON-USE PASSENGER PROCESSING
As a true cloud-based platform – and not simply a hosted solution – Rockwell Collins’ ARINC cMUSE™ offers the aviation industry the opportunity to reinvent the way airlines and airports operate.

ARINC cMUSE combines the security and reliability of our industry leading passenger processing solution with the latest cloud technologies, making passenger check-in quicker, easier, more flexible and less costly – and bringing a host of new benefits to airports large and small.

Redefining the passenger experience with biometrics

ARINC cMUSE supports airport and airline common-use applications that handle everything from passenger check-in and bag drop to security and boarding, providing a single platform that meets both airline and airport operational needs. With a range of features to improve connectivity and the passenger experience, including biometric recognition at check-in and boarding, ARINC cMUSE eliminates the need for passengers to keep showing identification documents, creating a seamless passenger experience from departure to arrival.

Benefits any size airport

As a cloud-native platform, ARINC cMUSE enables a truly scalable solution by enabling the sharing of infrastructure costs. Airports only pay for the resources they need, creating opportunities for smaller tier airports to provide the same type of services to passengers traditionally only found at larger airports, giving them a flexibility of operations that they didn’t previously have.

Dramatically reduces deployment time

For new airports or installations, ARINC cMUSE significantly reduces the system deployment time normally required to get passenger processing systems up and running. Instead of having to individually configure client workstations, ARINC cMUSE provides an automated way to provision an out-of-the-box PC or tablet into a fully-functional, common-use device that can run authorized applications, dramatically reducing deployment and support costs.

Simplifying software updates and maintenance

With ARINC cMUSE, the airline application update and support process is simplified. Software releases are quick and easy – customers can access updates as soon as they are available and they can be implemented immediately, subject to the airports’ local change control process. There is no need for technicians to be on site to install new software or upgrades.

ARINC cMUSE also gives each airline the ability to deploy its latest applications to passengers independently from other airlines. This means an airline can use its preferred technologies and software (for example, browser types and versions) for its systems, allowing it to run a single version of its applications across all of its sites.
Helps reduce costs and improve operations
ARINC cMUSE uses the latest cloud technologies to optimize resources and reduce costs by eliminating the need for servers, core computing space and costly technical manpower because there’s less on-site hardware needed. Because all services run from the cloud, ARINC cMUSE needs far fewer resources, less space and less on-site support to run efficiently than traditional systems. And without complex core room hardware requirements, ARINC cMUSE makes deployment more affordable and faster, and everyday use is simpler.

Managing irregular operations
With ARINC cMUSE, airlines and airports can deploy additional check-in services in minutes – in the airport or at off-site locations. This makes ARINC cMUSE especially helpful in reducing queues and keeping passengers moving during irregular operations or seasonal requirements because it puts the power to process passengers wherever it’s needed most.

Using a dedicated or internet connection, Wi-Fi or 3G/4G mobile service, ARINC cMUSE connects check-in agents to Rockwell Collins’ ARINC cloud service. Agents get the same performance, reliable access and secure transmission as they do from traditional systems while airlines and airports enjoy reduced operating costs, headaches and hassles.

Analytics provide key insights
ARINC cMUSE’s data mining and analytics provides critical insights into operational and historical data that enables airlines and airports to operate more efficiently. With reports and dashboards on activities like check-in desks and boarding gates used by airlines, airline usage based on application logged-in duration and more, ARINC cMUSE can improve an airport’s understanding of its day-to-day operations, allowing the most efficient use of resources.

Through its reporting capabilities, ARINC cMUSE also provides analysis of workstations in use and active time, supporting airport operational reviews as well as improving billing for the use of systems.

24/7 monitoring and support for cloud services
Rockwell Collins’ 24/7 operations center supports and monitors both wide area networks and business-critical functions within cloud-based resources and facilities, providing assured service and availability. Once ARINC cMUSE is deployed, Rockwell Collins can also provide on-site support teams to provide a completely managed solution.

On-premise solution also available
ARINC cMUSE can also be offered as an on-premise solution for airports that require their systems to be deployed locally. The on-premise deployment uses the same technology, simplified configuration and support tools as the cloud-delivered option, providing airports with automation tools to efficiently install and manage systems.

For airlines and airports looking to streamline operations and propel themselves into the next generation of airport architecture, look no further than Rockwell Collins’ ARINC cMUSE.
Building trust every day.

Rockwell Collins delivers innovative aviation and high-integrity solutions that transform commercial and government customers’ futures worldwide. Backed by a global network of service and support, we are deeply committed to putting our solutions to work for you, whenever and wherever you need us. In this way, working together, we build trust. Every day.

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