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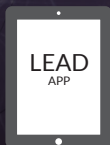
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WHAT IS SMART WEELS

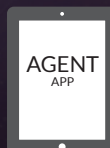
COMPONENTS



Central admin software and dispatch room.



Lead tablet app.

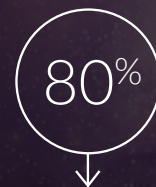


Agent tablet app.



Consumer mobile app
(allows consumers to ask for help wherever they are in the airport).

BENEFITS



Reduce labor spent in the hiring process by 80%.



Decrease average wait times by as much as 50%.



Increase average pushes per flight by as much as 50%.



Track staff and customers through the airport in real time.



Grow your business.



Significantly reduce ADA non-compliance fines.

RECRUITMENT & HIRING

NON-MPI PROCESS

Multiple staff required in the sorting, reviewing, calling of applicants.

Inconsistent vetting procedures and compliance.

Missed interview appointments due to miscommunication.

Prospective employees would submit duplicate applications, creating duplicate content and inconsistent data.

Paper-heavy.

MPI PROCESS

Automated software completes sorting and employee selection with the help of 1 employee in several minutes.

All procedures and compliance enforced automatically.

Appointments scheduled and completed automatically.

No duplicate submissions.

Identify verification via social security number.

Paperwork reduced by over 50%.

OPERATIONS

NON-MPI PROCESS

Passenger names collected on paper and entered manually, causing error.

Wheelchair requests made via a phone call or radio.

Employee hours tracked after they punched out.

Managers lack real time labor data.

Lengthy shift-end process to organize and collate data.

Multiple people required to review data.

MPI PROCESS

Automated software completes sorting and employee selection with the help of 1 employee in several minutes.

All procedures and compliance enforced automatically.

Appointments scheduled and completed automatically.

No duplicate submissions.

Identify verification via social security number.

Paperwork reduced by over 50%.

BILLING AND PAYROLL

NON-MPI PROCESS

Difficult to track different billing rates by contracts.

Requires significant accounting labor.

Invoicing time consuming.

Data analysis requires excel and other third-party tools and specialized skills.

Generating bi-weekly payroll is labor intensive.

MPI PROCESS

Billing by passenger, flight, or hour is set up within minutes.

Individual discount rates and billing cycles reflected.

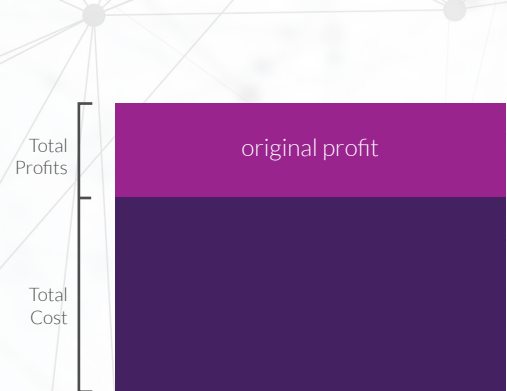
Invoicing is automated, pulling from all sub-systems.

Invoice reminders are sent automatically.

Deep analytics available.

All payroll and billing can be performed by a single person with little time.

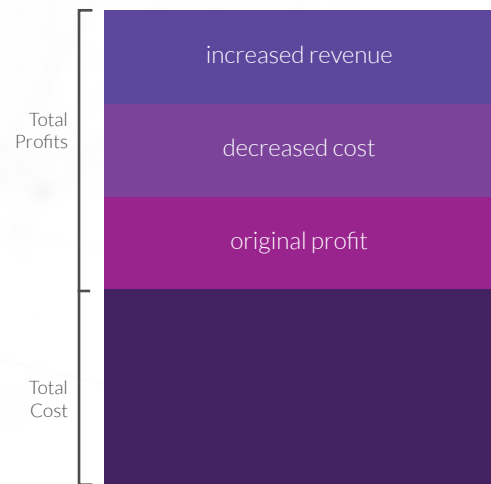
0% error rate.



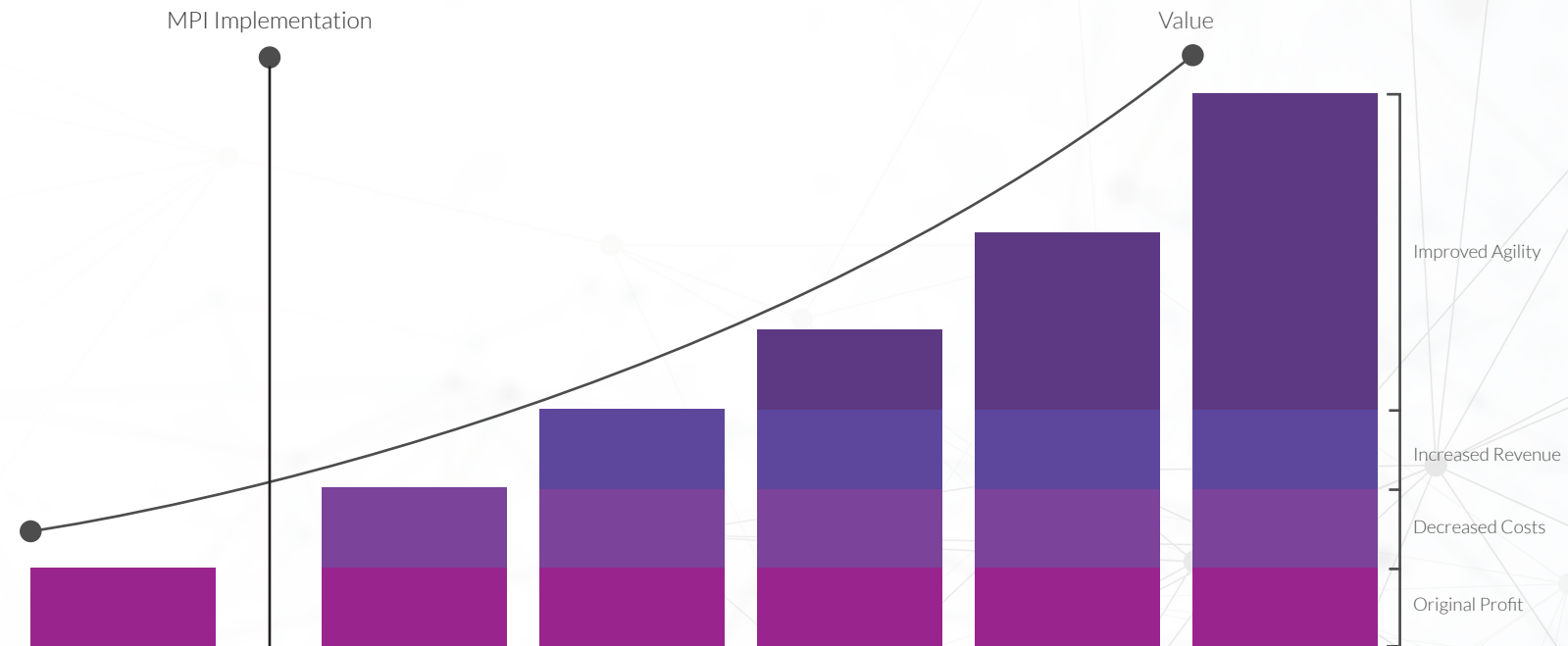
BEFORE MPI IMPLEMENTATION

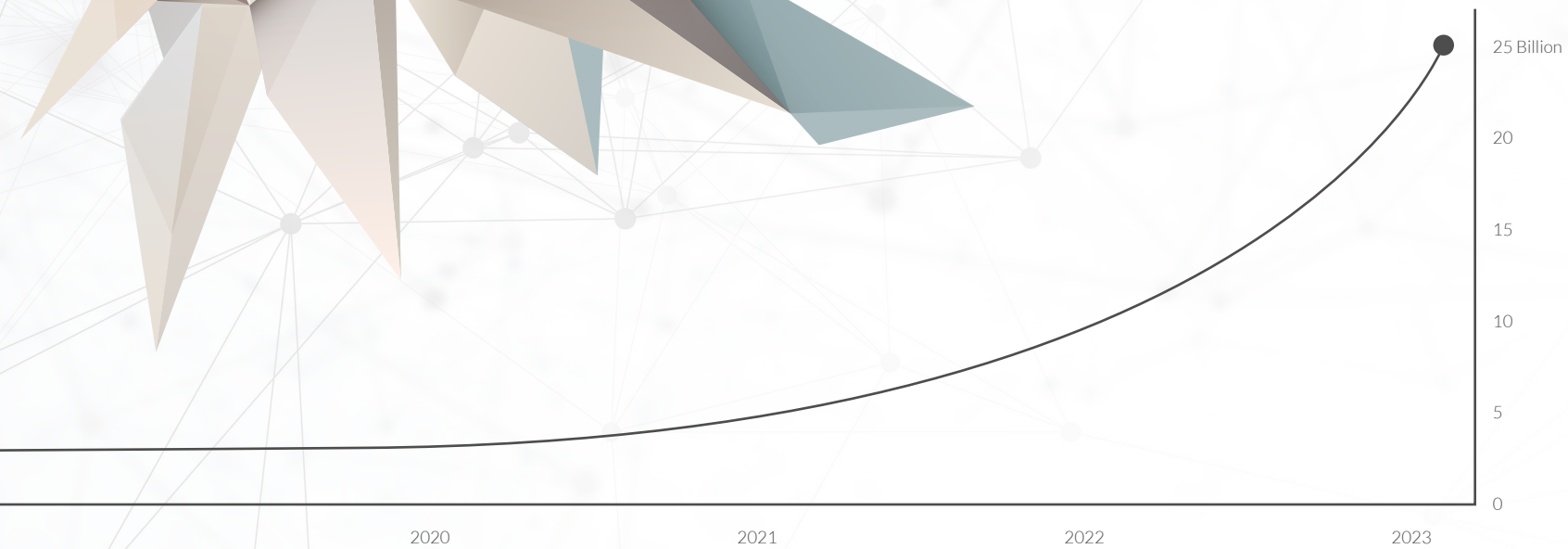


3 MONTHS AFTER MPI IMPLEMENTATION

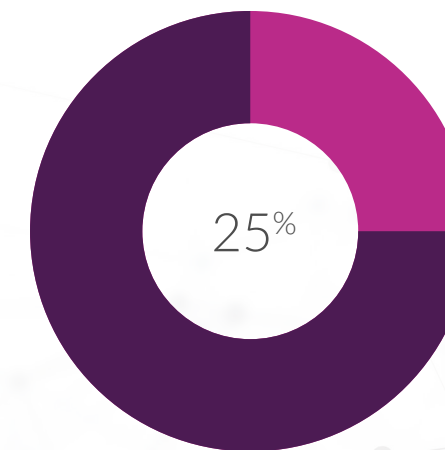


6 MONTHS AFTER MPI IMPLEMENTATION

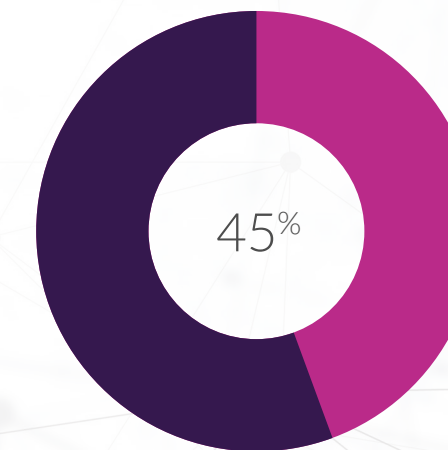




The MPI market in the US is projected to reach \$25 billion by 2023, fueled by cloud services and demand for connected anywhere-anytime enterprises, according to Global Industry Analysts.



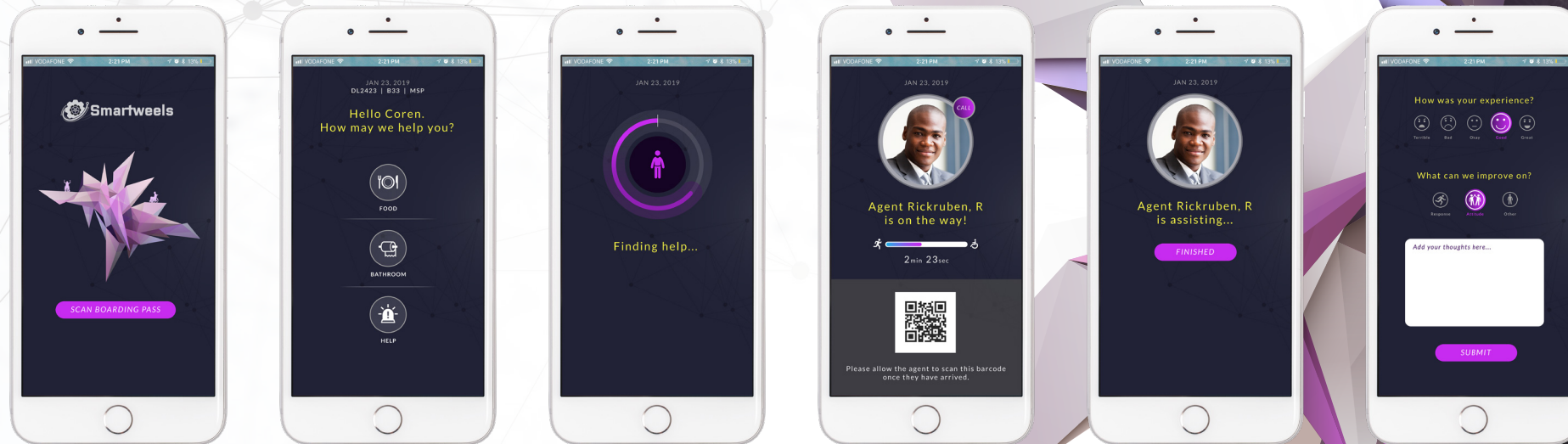
2018 - 2020



2020 - 2022

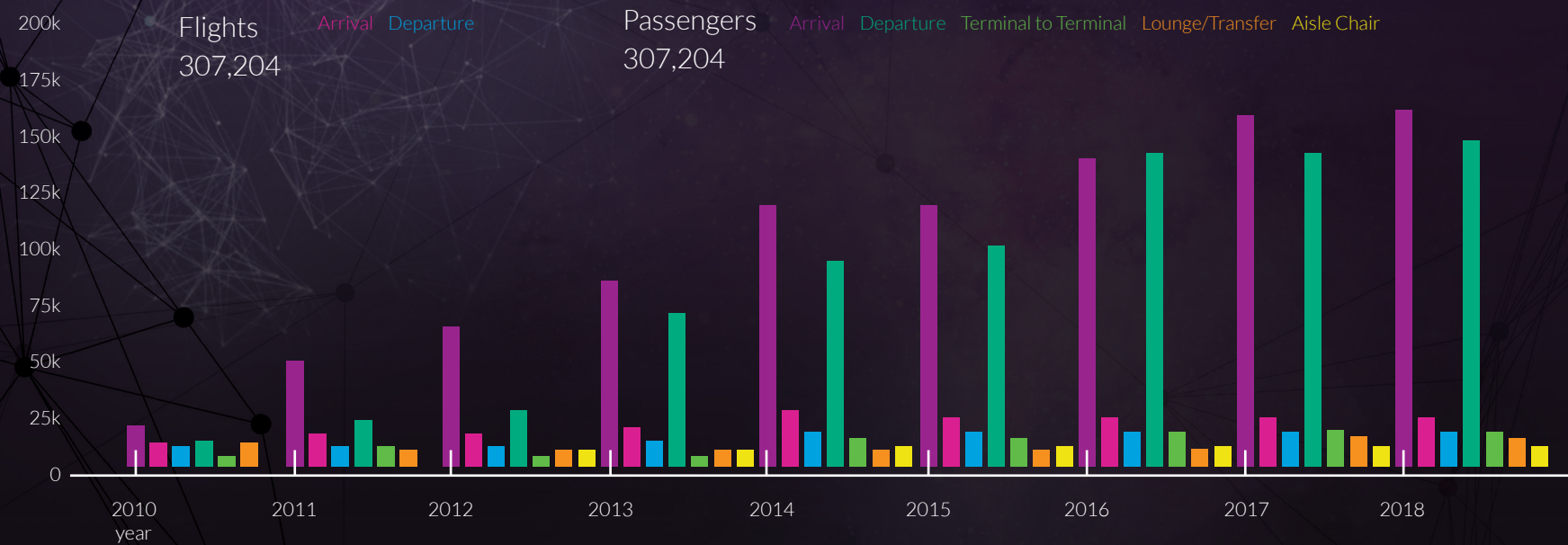
Despite the clear opportunity, studies show that only approximately 25% of firms globally have invested in mobile process improvement. By 2022, over 45% of all firms would have made the investment.

THE SMARTWEELS MOBILE APP



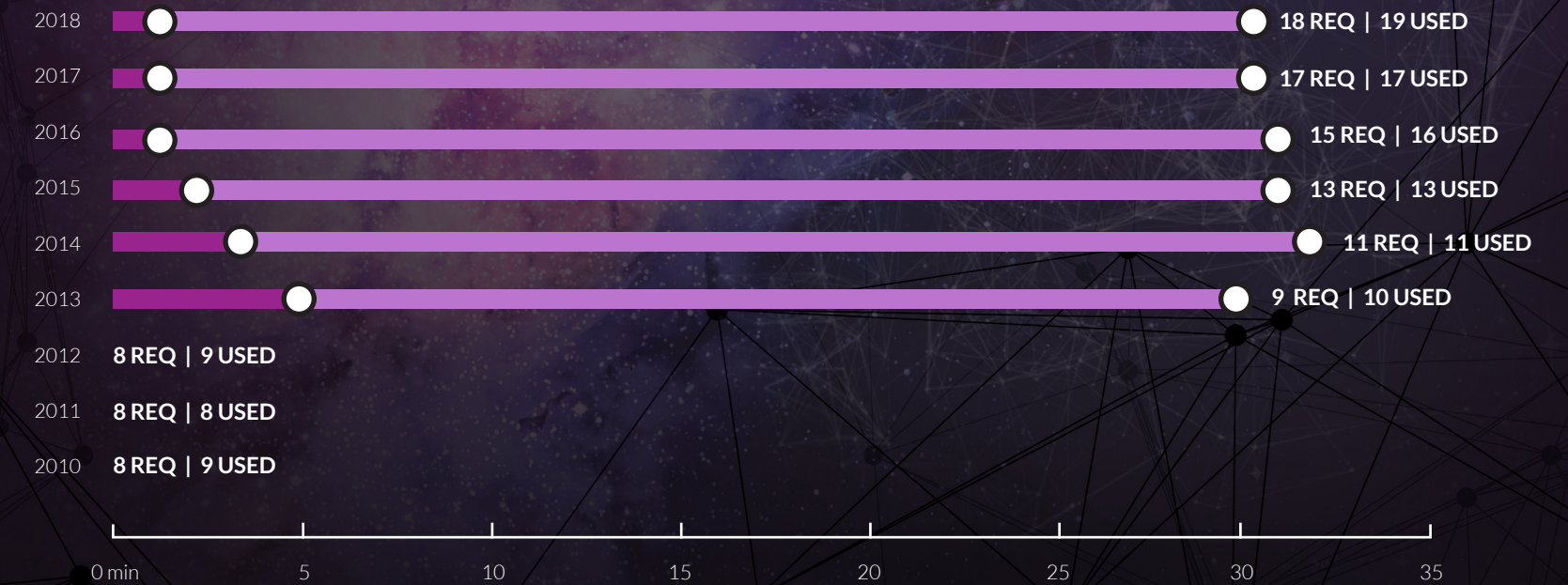
CASE STUDY: THE JFK AIRPORT

TERMINAL 4 AIRLINES CONSORTIUM



Wheelchair Needs

Average wait time for a departing passenger | Average time from counter to gate for a departing passenger



CASE STUDY: THE JFK AIRPORT

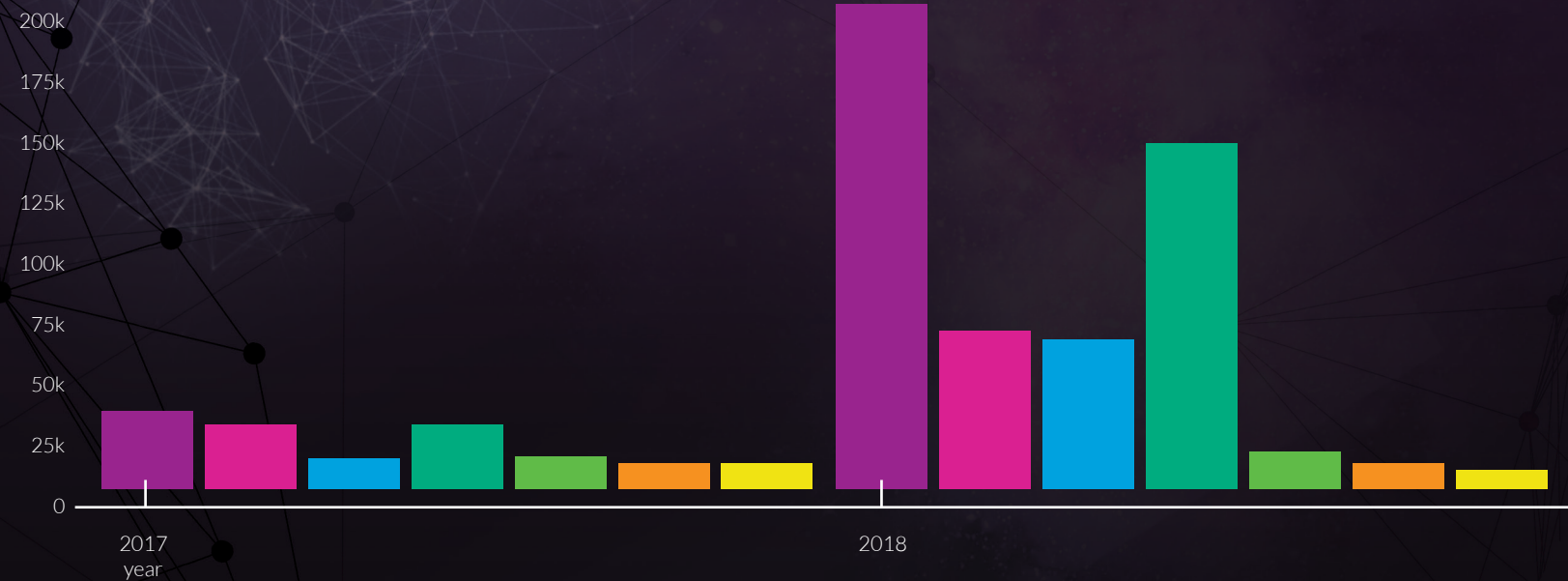
DELTA

Flights
223,791

Arrival Departure

Passengers
407,293

Arrival Departure Terminal to Terminal Lounge/Transfer Aisle Chair



Wheelchair Needs

Average wait time for a departing passenger | Average time from counter to gate for a departing passenger



SPECIFICATIONS

SmartWeels is a complete end-to-end wheelchair operations solution that encompasses products for Airport Operations, Time & Attendance (including payroll), Invoicing, and Human Resources (HRIS). SmartWeels is driven by multiple automated servers hosted in Microsoft Azure feeding passenger and flight information to our customers and employees (i.e. end-nodes). The end-nodes utilize 100% in-house applications specifically targeted for the airline and assisting wheelchair passengers. This system was designed and customized for managing customers, employees, and assets. It is flexible enough to be deployed to any terminal at any airport in the world.

SYSTEM ARCHITECTURE

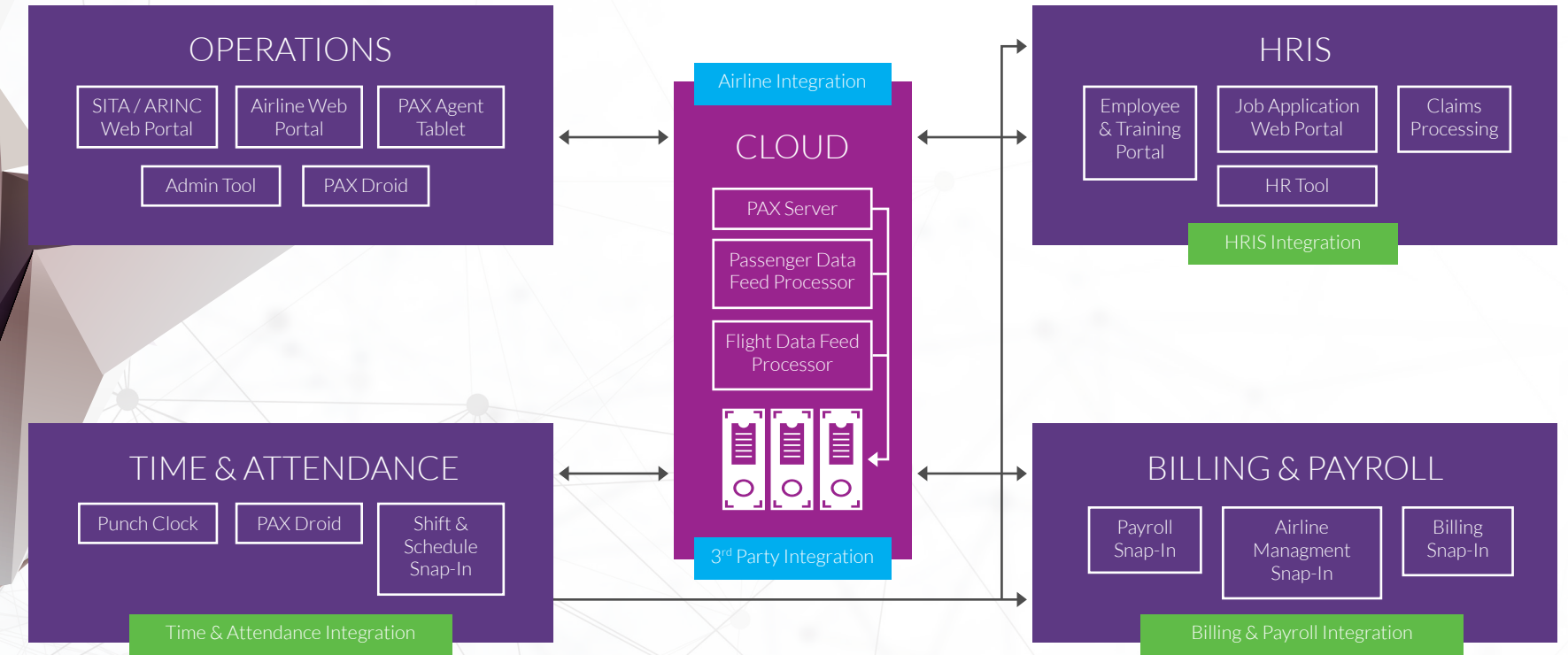
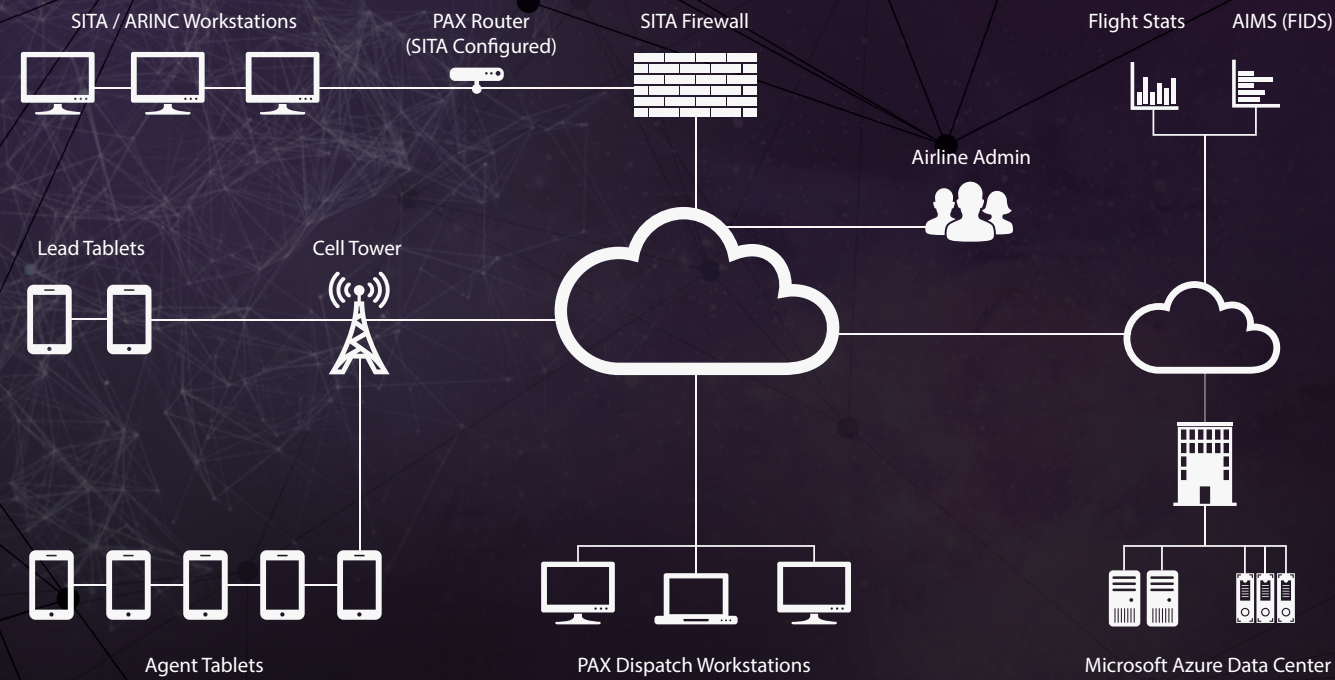
SmartWeels is driven by multiple automated servers hosted in Microsoft Azure feeding passenger and flight information to our customers and employees. Our infrastructure includes:

SERVERS & DATA STORAGE PROVIDED BY MICROSOFT AZURE DATA CENTER

- Global redundancy of all data where our primary data-center is on East Coast providing sub-second data refresh times
- Live backups with the ability to automatically fail-over to our backup data-center

DUAL FLIGHT FEED CORRELATION

- AIMS (FIDS) is our primary feed & FlightStats is secondary feed
- We use both to create the best possible “picture” of the flight activity in/out of a terminal



● Integration points are internal between SmartWeels systems ● Integration points are external between SmartWeels and third party systems

WHEELCHAIR OPERATIONS

To help run a wheelchair operation more smoothly, SmartWeels comes equipped with a variety of thin and thick client solutions fully configurable to an airport and terminal. Our Wheelchair Operations Suite includes mobile applications targeted to both agents and management. In addition, a feature-rich Dispatch Tool allows users to manage every detail of the operations. The Dispatch Tool is built on the concept of “manage by exception” whereby it notifies the user when something needs attention which allows management and dispatch to focus on problem areas quickly and efficiently.

This suite captures detailed information about the operation including arrival & departure flights, passengers waiting for pickup, in-transit, at the gate, pickup, and drop-off times. In addition the Wheelchair Operations Suite contains integrated functionality (via add-ons) for human resources & staffing, and wheelchair inventory & damage reports.



SmartWeels Droid
(Android Application) used by
floor management to oversee
the operation while staying
mobile



SmartWeels Agent Tablet
(Android Application) used by
wheelchair agents to capture
relevant timestamps/locations
throughout the push process



SmartWeels Administration
Tool (Windows Application)
used by Dispatchers and office
personnel to oversee the entire
operation



SmartWeels Airline Web Portal
used by Airline Customers for
data analysis



SmartWeels Management Web
Application



SmartWeels Server

TIME & ATTENDANCE

SmartWeels Assist's Time & Attendance System (TAS) helps track and monitor when employees start and stop work allowing SmartWeels to monitor their employees working hours and late arrivals, early departures, time taken on breaks and absenteeism. It also helps to control labor costs by reducing over-payments, which are often caused by paying employees for time that are not working, and eliminates transcription error, interpretation error and intentional error. This solution provides all of the necessary hardware and software to create custom employee shifts & schedules, track attendance trends, and detailed data analysis and reporting. In addition, this solution comes with an integrated time clock that helps reduce time-theft and increase security using two-factor authorization (2FA). Finally, TAS is fully compatible with most payroll systems and supports exporting to various formats including ADP.



Time Clock



SmartWeels Administration
Tool



SmartWeels Server



SmartWeels Administration
Tool



SmartWeels Server



SmartWeels Airline Web Portal

BILLING & INVOICING

SmartWeels Assist's Time & Attendance System (TAS) helps track and monitor when employees start and stop work allowing SmartWeels to monitor their employees working hours and late arrivals, early departures, time taken on breaks and absenteeism. It also helps to control labor costs by reducing over-payments, which are often caused by paying employees for time that are not working, and eliminates transcription error, interpretation error and intentional error. This solution provides all of the necessary hardware and software to create custom employee shifts & schedules, track attendance trends, and detailed data analysis and reporting. In addition, this solution comes with an integrated time clock that helps reduce time-theft and increase security using two-factor authorization (2FA). Finally, TAS is fully compatible with most payroll systems and supports exporting to various formats including ADP.

HUMAN RESOURCE INFORMATION SYSTEM

SmartWeels Assist's Human Resource Information System (HRIS) is an add-on component to the SmartWeels Assist Administration Tool that is responsible for managing all staff information, processing new hires, personnel files & documents, and detailed change audits. This add-on allows authorized users to manage the recruitment processes, benefits administration and keep track of attendance records. It ensures everyday Human Resources processes are manageable and easy to access. The HRIS system integrates data from across SmartWeels making this component both extensible and firm.



SmartWeels Assist
Administration Tool



SmartWeels Assist HR Tool



SmartWeels Server



SmartWeels Assist Job
Application Web Portal



SmartWeels Assist Employee &
Training Web Portal



SmartWeels Assist Claims
Management

SMARTWEELS - DATA ANALYSIS

For airline users, SmartWeels provides multiple avenues to view data and statistics across the system. For our customers, we provide an airline portal that allows users to display information regarding recent arrival and departure requests including the amount of wheelchairs requested, actual used, and passenger lists. In addition, the system can generate reports on individual flights and passengers that includes detailed timestamp information, wheelchair history, and which agent assisted the passenger.

If an airline chooses to dig a bit deeper, we provide a statistical portal that includes:



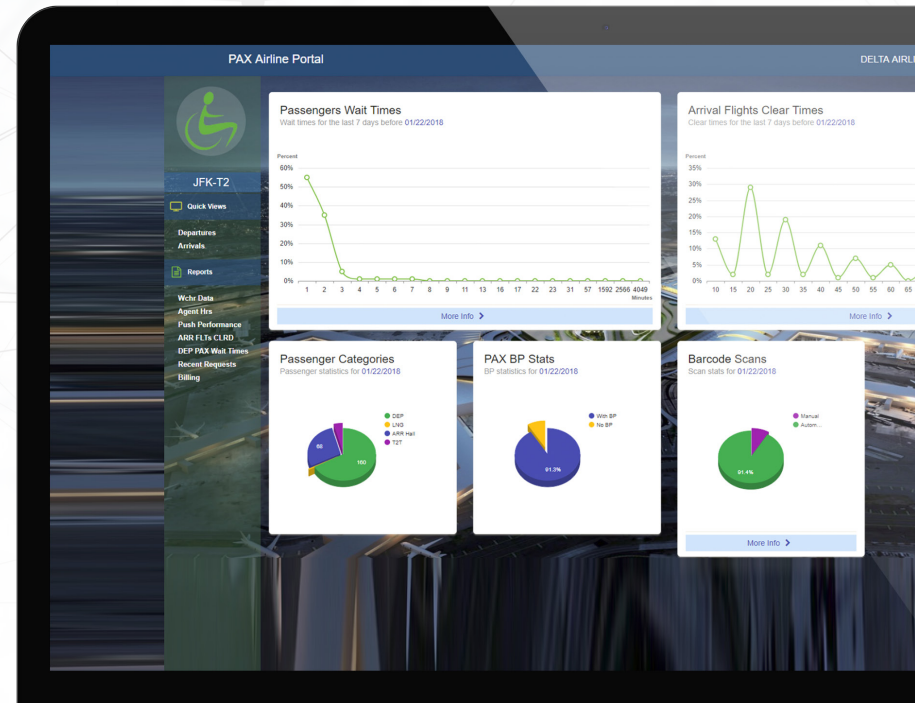
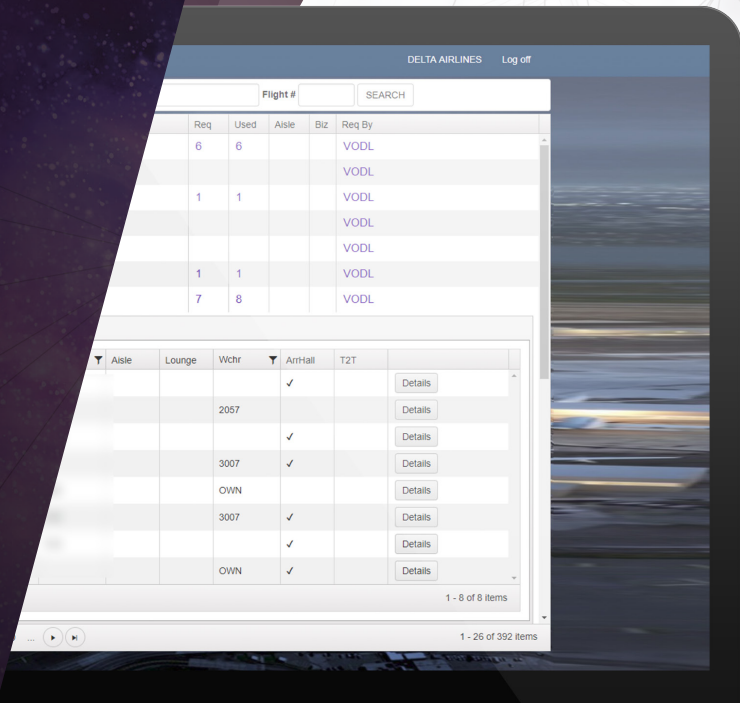
Passenger Wait Time



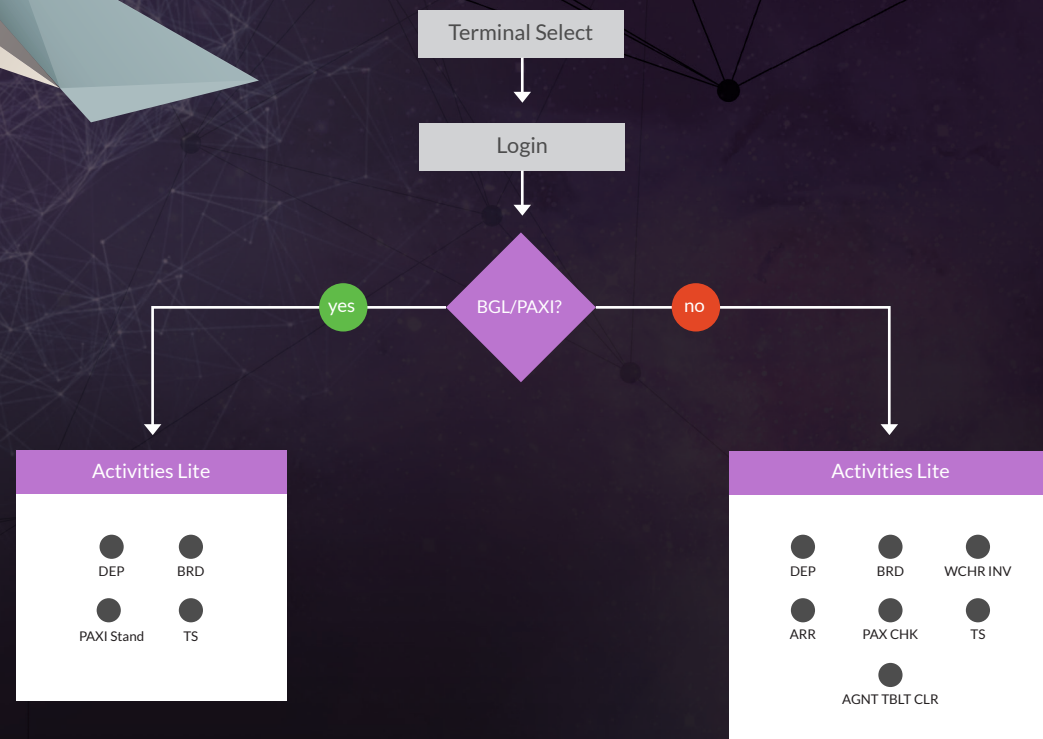
Arrival Flight Clear Times



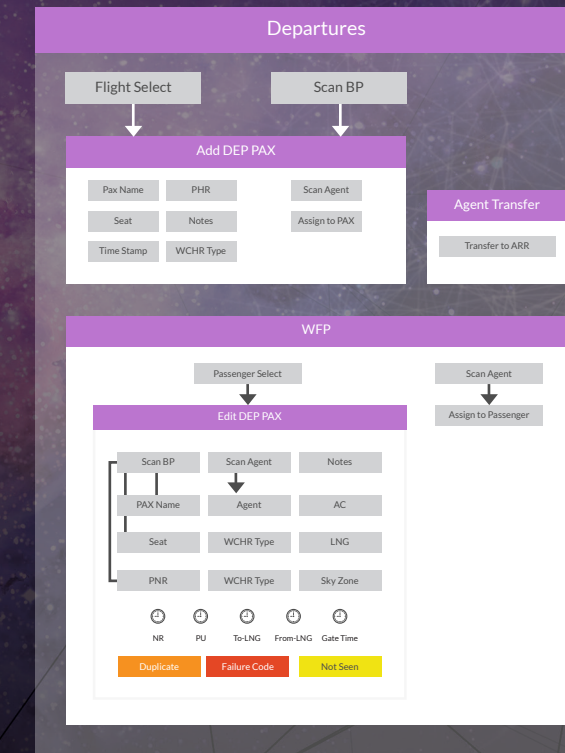
Passenger Quick Views



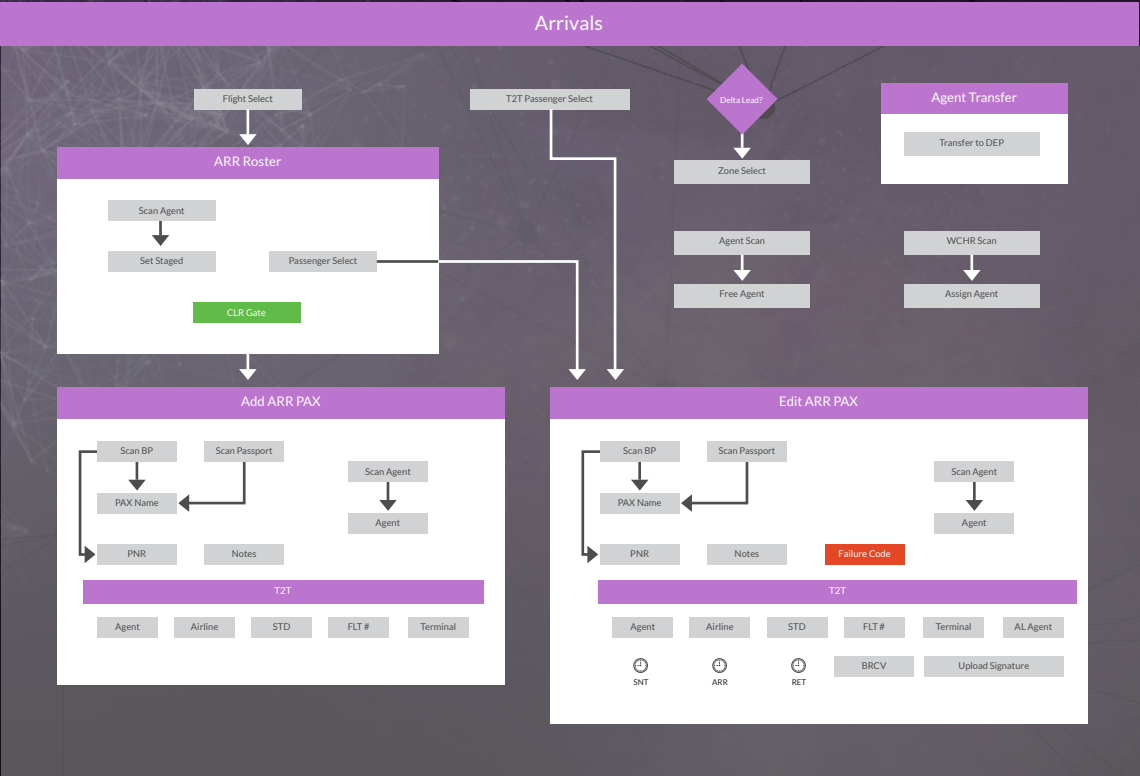
SMARTWHEELS DROID



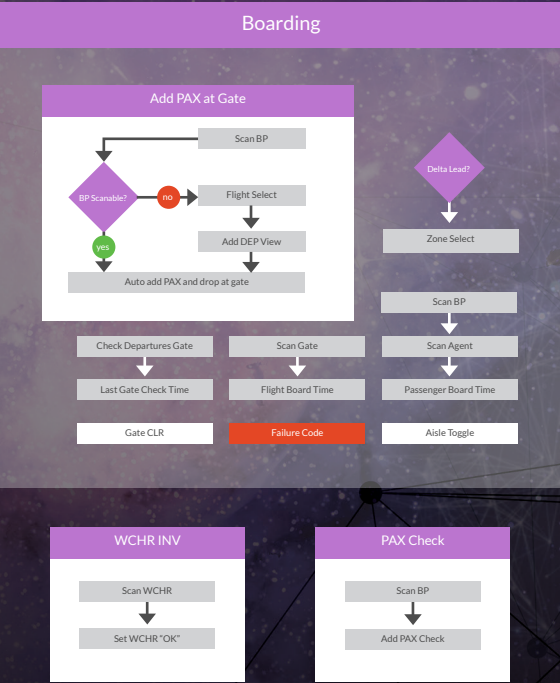
SMARTWHEELS DROID



SMARTWHEELS DROID



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