

Airport Kiosk - Market Share Analysis, Industry Trends & Statistics, Growth Forecasts 2019 - 2029

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Report description:

The Airport Kiosk Market size is estimated at USD 2.36 billion in 2024, and is expected to reach USD 3.60 billion by 2029, growing at a CAGR of 8.78% during the forecast period (2024-2029).

The growth in air passenger traffic and subsequent investments in airport infrastructure by governments and airport operators propels the demand for check-in kiosks, bag drop kiosks, information kiosks, advertisement kiosks, and promotion kiosks.

Moreover, the digitization of various operations at airports and increasing inclination toward self-service airport solutions generate demand for the installation of new and advanced kiosks to enhance the ease of operability and experience of passengers at airports. The integration of technologies, like biometrics, into kiosks for faster passenger processing is expected to support the growth of the airport kiosk market during the forecast period.

The airline industry has revolutionized with digital transformations from mobile check-in apps to interactive digital displays. Recent developments in the airline industry accelerate the growth of the airport kiosk market. Moreover, the incorporation of the latest developments and technology allows the upgradation of airport infrastructure and services. Protecting customer data from the threat of cyber crimes is necessary for the authorities to incorporate Information Technology (IT) solutions that serve a better and safer interface. Such factors are anticipated to boost the growth of the global airport kiosk market. On the other hand, complex airport operational procedures pose integration challenges and hinder market growth.

Airport Kiosk Market Trends

Bag Drop Kiosks to Showcase Remarkable Growth during the Forecast Period

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Bag drop kiosks are self-service machines at airports that allow passengers to check their luggage and print baggage tags independently. These kiosks are typically used in conjunction with online check-in and are designed to streamline the process of dropping off checked baggage. However, they may not be available at all airports or for all flights, signifying the opportunities for market growth during the forecast period.

Several integrations and installations are underway at several airports, as bag drop kiosks form an integral part of automated baggage handling systems. With the concept of smart airports being rapidly adopted throughout airports that serve high passenger traffic, the installation of bag drop kiosks is also underway.

For instance, in June 2023, GMR Hyderabad International Airport introduced the Self-Baggage Drop facility by installing eight fully automated self-baggage machines equipped with scanners, scales, and sensors, enabling passengers to complete their baggage check-in facility in 45-60 seconds. In March 2023, Dusseldorf Airport commissioned Materna IPS to install several check-in and self-service bag drop kiosks in the airport as part of its extensive modernization project that envisions enhancing the current service offerings and ensure a smoother travel experience for passengers, which is expected to surpass 20 million in 2023. Such developments render a positive market outlook for bag drop kiosks during the forecast period.

North America to Dominate Market Share During the Forecast Period

According to the US Bureau of Transportation Statistics (BTS), airlines operating in the US carried 81.8 million passengers in May 2023, wherein 10.4 million were international passengers. This marks a 7.7% YoY growth in systemwide enplanements in the country. As of December 2022, the Airport Critical Infrastructure Program (ACIP) of Canada committed more than USD 570 million (approx. USD 415 million) to 19 of Canada's large airports and announced 39 critical infrastructure projects, contributing to safety and operational efficiency to enhance security, connectivity, and COVID-19 testing and screening. Such remarkable growth has led to the adoption of various types of automated kiosks at several existing airports in the country to eliminate operational bottlenecks and focus on providing a seamless experience.

For instance, in June 2023, JFKIAT, the operator of Terminal 4 at John F. Kennedy International Airport, started installing the Amadeus' Auto Bag Drop (ABD) and Next Generation Kiosk (NGK) self-service technologies to help improve passenger flows. This technology will enable passengers to check in and print their bag tags at one of 86 Amadeus kiosks before dropping checked luggage at one of the 42 new Series 7 Auto Bag Drop units. Furthermore, these kiosks and bag drop units are to be equipped with biometric capabilities to enable passenger identification through facial recognition technologies.

Atlanta Airport installed a special information kiosk that instructs travelers how to perform CPR through a five-minute interactive tutorial. It is sponsored by the American Heart Association and is part of its CPR awareness program. Thus, the airport kiosks market in North America is expected to flourish due to the rapid growth in air passenger traffic and the number of airport infrastructure development projects, either underway or in the pipeline, during the upcoming years.

Airport Kiosk Industry Overview

The airport kiosk market is semi-consolidated in nature, with the presence of several local and global players holding significant shares of the market. Some key players in the market are Materna IPS GmbH, NCR Voyix Corporation, ICTS Europe SA, Amadeus IT Group SA, and KIOSK Information Systems. Key players in the market invest highly in research and development and the introduction of advanced airport solutions that will improve passenger experience at airports. For instance, in June 2022, SITA announced signing a partnership agreement with Alstef Group, an established baggage handling specialist, to launch Swift Drop, a new self-bag drop solution that significantly speeds up the experience of passengers checking their own bags. With the fast and intuitive interface, passengers can quickly check their bags, avoiding long queues at traditional check-in points.

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- 3 months of analyst support

Table of Contents:

1 INTRODUCTION

1.1 Study Assumptions

1.2 Scope of the Study

2 RESEARCH METHODOLOGY

3 EXECUTIVE SUMMARY

4 MARKET DYNAMICS

4.1 Market Overview

4.2 Market Drivers

4.3 Market Restraints

4.4 Porter's Five Forces Analysis

4.4.1 Bargaining Power of Buyers/Consumers

4.4.2 Bargaining Power of Suppliers

4.4.3 Threat of New Entrants

4.4.4 Threat of Substitute Products

4.4.5 Intensity of Competitive Rivalry

5 MARKET SEGMENTATION

5.1 Component

5.1.1 Hardware

5.1.2 Software and Services

5.2 Type

5.2.1 Check-in Kiosks

5.2.2 Automated Passport Control Kiosks

5.2.3 Bag Drop Kiosks

5.2.4 Other Types

5.3 Geography

5.3.1 North America

5.3.1.1 United States

5.3.1.2 Canada

5.3.2 Europe

5.3.2.1 United Kingdom

5.3.2.2 Germany

5.3.2.3 France

5.3.2.4 Rest of Europe

5.3.3 Asia-Pacific

5.3.3.1 China

5.3.3.2 India

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- 5.3.3.3 Japan
- 5.3.3.4 Rest of Asia-Pacific
- 5.3.4 Latin America
 - 5.3.4.1 Brazil
 - 5.3.4.2 Mexico
 - 5.3.4.3 Rest of Latin America
- 5.3.5 Middle East and Africa
 - 5.3.5.1 United Arab Emirates
 - 5.3.5.2 Saudi Arabia
 - 5.3.5.3 Qatar
 - 5.3.5.4 Rest of Middle East and Africa

6 COMPETITIVE LANDSCAPE

- 6.1 Vendor Market Share
- 6.2 Company Profiles
 - 6.2.1 Embross
 - 6.2.2 SITA
 - 6.2.3 QUAVIS
 - 6.2.4 Zamzar AG
 - 6.2.5 IER
 - 6.2.6 Materna IPS GmbH
 - 6.2.7 Elenium Automation Pty Ltd
 - 6.2.8 NCR Voyix Corporation
 - 6.2.9 ICTS Europe SA
 - 6.2.10 Amadeus IT Group SA
 - 6.2.11 Marcus Pedersen Ap
 - 6.2.12 Pushpam Computers and Software Pvt. Ltd
 - 6.2.13 RTX Corporation
 - 6.2.14 KIOSK Information Systems

7 MARKET OPPORTUNITIES AND FUTURE TRENDS

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