CASE STUDY

INTERNATIONAL
DISPLAY SYSTEMS, INC.

40th ANNIVERSARY
1982 - 2022
INTERNATIONAL DISPLAY SYSTEMS INC.

Overview

In September of 2020, the Capital Region Airport Commission (CRAC) awarded International Display Systems, Inc. (IDS) a contract to provide an Electronic Visual Information Display System (EVIDS) Replacement at the Richmond International Airport. The IDS Turn-Key EVIDS was completed on 6-30-21. At this time the CRAC awarded IDS a change order to supply a new Queue Management System (QMS) and analytics for their two Security Checkpoints. The new QMS was commissioned on 3-21-22.

This new work entailed the detail design, provision, and integration of one (1) new EVIDS Server, eight (8) new EVIDS Workstations, six (6) new Baggage Claim Input Controllers, and one hundred twelve (112) 49-55" LCD Displays and associated custom LCD Mounts, PC Controllers, and EVIDS Player Software.

The additional Skyfii QMS System consisted of one (1) Server/Software/Analytics, nine (9) new LiDAR Sensors serving two (2) Security Checkpoints, and TSA Wait Times integrated at strategic display locations.

RICHMOND
INTERNATIONAL AIRPORT

1	EVIDS SERVER
8	EVIDS WORKSTATIONS
6	BAGGAGE CLAIM IMPORT CONTROLLERS
112	44-55" LCD DISPLAYS, LCD MOUNTS, PC CONTROLLERS, & EVIDS PLAYER SOFTWARE
1	QMS SERVER/SOFTWARE/ ANALYTICS
9	LiDAR SENSORS SERVING (2) SECURITY CHECKPOINTS

" I recommend the services of International Display Systems, Inc. (IDS). IDS performed their work on-time and within budget. "

– **STEPHEN C. OWEN, CPA, CRAC DIRECTOR OF FINANCE**

System Highlights:

- IDS Turn-Key Design/Build Electronic Visual Information Display System (EVIDS) Replacement.

- IDS Turn-Key Design/Build Custom Baggage Claim Input Controller with Security Integration.

- IDS Turn-Key Design/Build Queue Management System (QMS) with Analytics and Customer Facing TSA Wait Times.

Ideas

Challenge – The challenge was to rapidly detail design & integrate 112 new EVIDS Displays into existing and new ceiling, wall, and custom millwork throughout the Richmond International Airport. Furthermore, we were challenged with custom integrating new Baggage Claim Input Controllers with the Security Doors in the Tug Space. Finally, we were challenged with the turn-key design integration of a new Queue Management System (QMS) & Analytics at two security checkpoints. IDS rose to these challenges completing the EVIDS Replacement on-time (6-30-21) and in-budget. The supplemental QMS was completed on 3-21-22. Richmond International Airport and IDS were featured in *Business Focus Magazine*.

Performance

Smart Design/Smart Performance – When you sufficiently design and plan for the new work, the end results speak for themselves. The new EVIDS and QMS Systems operate smoothly and dependably, providing reliable real-time flight, gate, and baggage information updates for passengers and reliable QMS analytics and wait times for the RIC Airport Operations and TSA Staff.

Dependability

Building Success – IDS continues to support the new EVIDS and QMS Systems via smart Service Level Agreements with the CRAC.