



Northwest Florida Beaches International Airport made the switch to **AeroCloud Passenger Processing**

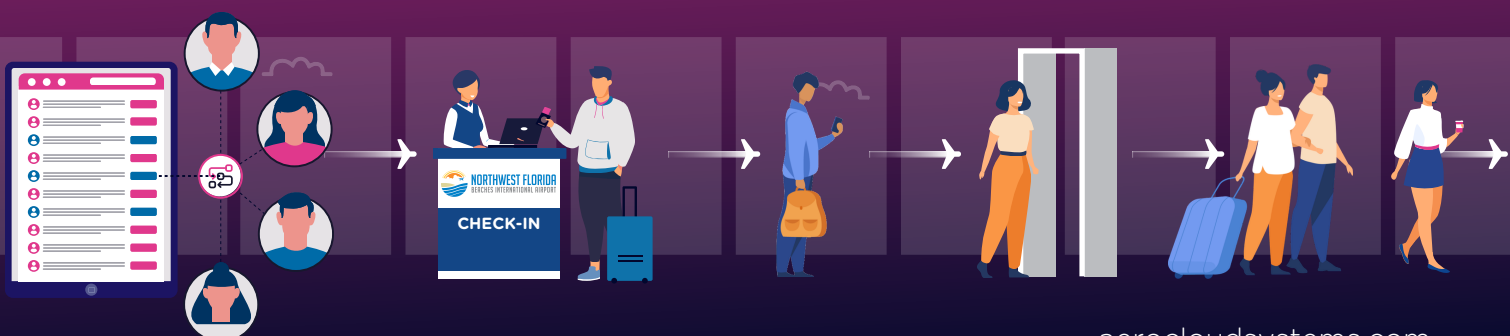
Northwest Florida Beaches International Airport (ECP) is the gateway to Panama City Beach. ECP welcomes over **1.9 million passengers** each year, served by Delta, United, American Airlines and Southwest. ECP is growing with a \$110million renovation underway to expand its terminal facilities, and they needed a new passenger processing system that could keep up with their ambitious growth plans.



The Challenge

Like many fast-growing regional airports, Northwest Florida Beaches International Airport has **highly seasonal, fast-shifting demand**. With a fixed footprint and airline-dedicated desks and gates, ECP needed to maximize the use of their current desks and gates without physically building more space in their terminal.

As one of our first customers, ECP wanted to continue their partnership with **AeroCloud** to solve their capacity challenges and introduce common-use systems to their terminal expansion plan.



The Solution

One shared platform: any **airline**, any **desk**, any **gate**.

ECP deployed AeroCloud's Common Use Passenger Processing Solution (CUPPS), an IATA-compliant, cloud-hosted shared infrastructure that lets any airline operate from any desk, gate or kiosk at any time.

2

Desks

2

Gates

4

COWs

- Any airline on any desk, gate or kiosk, at any time
- Optimized space utilization & smarter resource use
- Lower operational and capital expenses
- Portable check-in kiosks (COW's) allows ECP to flex aircraft onto open gates during delays and surges
- Seamless passenger journeys, even during seasonal demand periods



The Deployment

Team AeroCloud arrived onsite in November 2024 to find the terminal still under construction. With connectivity insufficient, AeroCloud proposed a full network upgrade. Engineers worked hand-in-hand with ECP's maintenance team to resolve any issues onsite, then completed full acceptance testing with Delta, United, American and Southwest, earning excellent feedback from every airline.



Nov 2024
Team onsite



Jan 2025
Network upgrade specified



Jun 2025
Circuit live, build-out



Delivered
4 airlines, full acceptance

The Outcome



Operational flexibility

With AeroCloud CUPPS, ECP's terminal has become faster, more flexible, and more efficient.



Resource Utilization

Gates and check-in desks can be dynamically allocated to any airline, leaving no desk empty.



Capacity without concrete

Higher passenger throughput, shorter wait times and fewer queues with AeroCloud CUPPS.



Future-ready software

Cloud-native platform ready for ECP's seasonal surges, three-gate expansion and growth plans.

Maximize every desk

Streamline operations, enhance the passenger experience and unlock new revenue with **AeroCloud CUPPS**.

aerocloudsystems.com

Book a 30-minute CUPPS demo

See the difference for yourself when you make the switch to **AeroCloud CUPPS**.