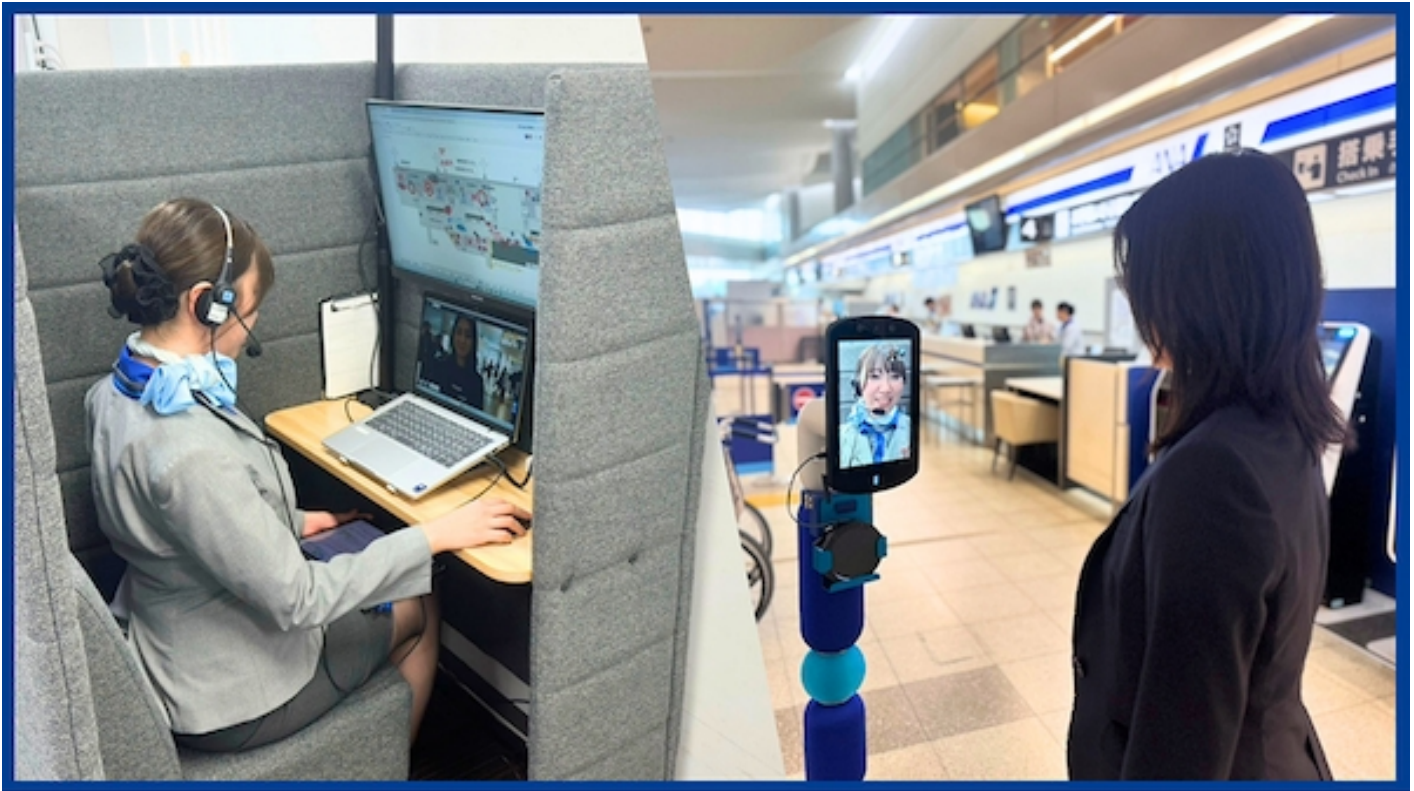




ANA AND AVATARIN LAUNCH INTER-AIRPORT REMOTE PASSENGER SUPPORT USING "NEWME" ROBOTS, A FIRST FOR A JAPANESE AIRLINE

News / Airlines



ANA and avatarin will begin rolling out remote passenger support services across multiple regional airports starting August 21, 2026, utilizing "newme" robots operated centrally from Kansai International Airport. This initiative builds on extensive operational testing at Haneda Airport, which analyzed over 25,000 customer interactions. By creating a seamless virtual support network across airports to gather, analyze, and visualize customer inquiry data at regional hubs, ANA and avatarin will deliver highly personalized assistance and an enhanced overall airport experience for every traveler.

This effort is a part of the ANA Group's Mid-Term Management Strategy focus on "evolving operations through the integration of human hospitality and digital technology." By introducing remote support, ANA will be able to collect and quantitatively visualize passenger inquiry trends at regional airports for the first time, directly driving continuous improvements in customer support capabilities. Future expansion to additional locations will be evaluated after thoroughly measuring the service's impact on customer satisfaction and operational performance on the ground.

Target Airports

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Robot Location (Airport)	Launch Date (Planned)*	Remote Control Hub	Units Deployed
Hiroshima Airport (HIJ)	August 21, 2026	Kansai International Airport	1–2 units per airport
Tsushima Airport (TSJ)	September 3, 2026	Kansai International Airport	1–2 units per airport
Tottori Airport (TTJ)	October 1, 2026	Kansai International Airport	1–2 units per airport
Nagasaki Airport (NGS)	October 15, 2026	Kansai International Airport	1–2 units per airport
Komatsu Airport (KMQ)	October 28, 2026	Kansai International Airport	1–2 units per airport

- *Launch dates are subject to change.

Key features of inter-airport remote support

Customer inquiries received via "newme" robots deployed at regional airports will be handled centrally from Kansai International Airport. By establishing a virtual support infrastructure that operates seamlessly across regions, ANA can provide immediate assistance whenever needed. This ensures passengers receive prompt guidance reducing wait times, even during off-peak hours or periods when on-site staffing is limited between flights.

By combining cutting-edge technology with human expertise, ANA and avatarin will continue to pioneer innovative customer service models that respond to evolving needs and advance sustainable operations across the aviation industry.

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