SITA AIRPORT MANAGEMENT

Efficiently manage flight operations, optimize fixed and mobile resources as well as facilitate collaborative decision making

SITA

AT AIRPORTS

The COVID-19 outbreak is reshaping the aviation industry, rapidly changing the processes and flows of airport operations. Airport stakeholders must now cope with new health measures for passengers and staff such as physical distancing, hygiene and disinfection requirements, body temperature scanning, better ventilation, and holding areas for aircraft. **SITA Airport Management** is a suite of integrated solutions designed to enhance the passenger journey by utilizing accurate, reliable, shared real-time data to facilitate collaborative decision-making and help optimize resources and sustainable processes.

WHAT CAN SITA AIRPORT MANAGEMENT DO FOR YOU?

Optimize operations and resources

Multiple stakeholders, complex interdependent processes, and seemingly small pain points can result in inefficient, difficult, and reactive operations. Simplify complex processes and make better, more informed decisions by automating routine processes. Free yourself to concentrate on more proactive decision-making, maximizing capacity and resource allocation, and saving costs at every step.

Manage disruptions

Unexpected events like weather, flight cancellations, or geopolitical events can disrupt the whole ATI ecosystem. By utilizing accurate, real-time data you can build robust mitigation plans to minimize the impact of irregular operations and enhance ongoing best practices through experience sharing.

Collaborate effectively and efficiently

Your overall success is critically dependent not only on the timely exchange of information internally, but also with external entities and partners. Share accurate information, enable group collaboration and action to help you achieve better On-Time-Performance (OTP), a smaller carbon footprint, better overall situational awareness, and quicker recovery from adverse conditions. When issues are planned for and resolved together, the result is a best-in-class passenger experience they'll want to repeat.

SOLUTION COMPONENTS

SITA OPERATIONS MANAGER
Optimizing flight management both long-term and real-time.

SITA FIXED RESOURCE MANAGER
A powerful scheduling, capacity planning, and resource management solution.

SITA MOBILE RESOURCE MANAGER
Optimizing the management of mobile resources for ground handling and capacity planning.

SITA COLLABORATIVE DECISION MAKING
Empowering airport operators and stakeholders to achieve new levels of business performance.

SITA OPERATIONS MANAGER

A dynamic solution that optimizes flight management both long-term and real-time. It provides capabilities and automated functions for receiving, processing, and distributing consolidated data, providing a consistent view of operations in a complex multi-user environment.

Unlike traditional Airport Operational Databases (AODBs) that offer basic flight movement tracking, SITA Operations Manager also manages the quality and accuracy of the movement of information through advanced features such as real-time data quality assurance KPIs and data source prioritization, ensuring the "most confident" source of information at any given time.

YESTERDAY
1995
First implementation with Airports Company South Africa.

TODAY
Over 150 Global Deployments: 90 airports, 50 airports using ground handling, 9 multi-airport environments, and 8 airlines.

TOMORROW
Delivering a frictionless, future airport experience with safety and distancing.

Feature	Benefit
Real-time configurable KPIs	Set and achieve your goals – maximize non-aeronautical revenue opportunities, reduce your environmental impact, and achieve better on-time performance. By customizing which parts of airport operations are automated, you can focus on more complex issues and improve business results.
Act on alert capability	Deliver information proactively to avoid domino effects. When disruption does occur, early decisions make for better decisions.
One-click, multi-mode operation	Utilize user-defined action buttons to automate multiple pre-defined updates.
Multi-airport, user, interface, and data functionality	Automate functions for receiving, planning, processing, and distributing data, providing a consistent view of operations in a complex multi-airport, multi-user, and multi-interface environment.
Most accurate and reliable single point of truth	Ensures all stakeholders have the same information needed to collaborate and better their reaction to crisis and IROPS. For travelers, this means traveling with confidence and control, enjoying a streamlined and predictable journey.
Combined AODB, fixed, and mobile resource management in one platform	Share information throughout the airport ecosystem, aligning all towards maximizing capacity and saving costs at every step. Agile and flexible, our solution toolkit helps you adapt to and build upon future innovations quickly and simply.

SITA FIXED RESOURCE MANAGER

An ideal solution to optimize existing infrastructure and resources to reduce bottlenecks, flight delays, and passenger dissatisfaction. With simple one-click decision support functionality, users can manage resources to handle operational flight planning, daily scheduling, and post-operation processes.

Unlike traditional resource management systems, SITA Fixed Resource Manager significantly reduces staff training requirements by allowing less experienced users to take effective action through simple color-coded action boards and automated one-click decision support functionality.

We use a proven agile, modular methodology, partnering with customers to deliver the functionality they want, when they need it.

Abu Dhabi Airports technology transformation

SITA Airport Management allows Abu Dhabi Airports to proactively manage the operation of AUH by providing real-time information from across all facilities. SITA solutions have enabled the operations team to plan for events before they happen, while ensuring resources are fully optimized.

In 2019, Abu Dhabi achieved a top 10 ACI ASQ ranking utilizing SITA to help maximize operational efficiency and improve the passenger experience.

Feature	Benefit
Multi-rule and variable configuration	Schedule and plan resources dynamically, allowing you to do more with less, defer or avoid infrastructure expansion.
Fully integrated planning for day of operations	Manage day of operation exceptions and changes with a real-time view of the apron, resource usage, and availability statistics.
Seasonal schedule planning	Maximize resource utilization through fluctuations in passenger numbers or seasonal demand with advanced planning.
Scenario-based planning and capacity management	Maximize your capacity by evaluating all operational scenarios and options by doing 'what if?' simulations in a sandboxed environment.
Customizable, automated allocation using configurable business rules	Act as needed on exception only, letting the automated allocation engine allocate resources based on your defined ruleset.
Customizable, differentiated web-based views per unique stakeholder needs	Give each stakeholder a view of the data that matters to them.
Combined AODB, fixed, and mobile resource management in one platform	Share information throughout the airport ecosystem, aligning all towards maximizing capacity and saving costs at every step. Agile and flexible, our solution toolkit helps you adapt to and build upon future innovations quickly and simply.

SITA MOBILE RESOURCE MANAGER

An innovative way to connect mobile wireless devices in the hands of employees with the back-office systems and people on which they depend. Real-time updates improve and accelerate decision-making as events unfold, enabling more effective planning and allocation of resources. Automatic task logging increases the accuracy of billable services, boosting revenue generation and dramatically reducing time spent on charging disputes.

With our state-of-the-art optimization algorithms, you can resolve capacity issues, sensibly manage staff, reduce administrative overhead, and increase their overall quality of service.
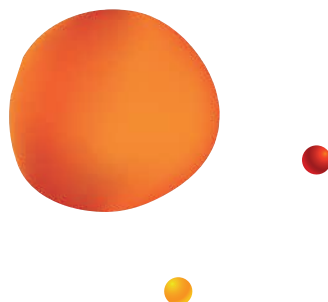
Major Asian carrier achieves outstanding results

50%
REDUCTION IN TURNAROUND ACTIVITY MAN-HOURS

16%
REDUCTION IN STAFFING HOURS

60%
REDUCTION IN OVERTIME HOURS

US$4M
SAVINGS PER YEAR

Feature	Benefit
Optimization algorithms	Calculate capacity requirements based on flight schedules, optimizing work plans, shifts and rosters for long-term planning. Maximize the efficiency of daily schedules, easing coordinator workload.
Intelligent personnel management	Use human resources efficiently, in line with union agreements and labor laws. Optimize day-of and long-term planning, rostering and staff management, maximizing existing personnel, and reducing overtime.
Agile mobile resource allocation and information sharing	Maximize mobile resources to fully meet workload requirements. Provide better service levels with fewer delays, enhance the passenger experience and increase customer loyalty.
Monitoring of operation and disruption support	Utilize real-time situational awareness to optimize resources weighing constraints such as travel distances, fairness rules, and disruptions.
Support for mobile devices	Provide mobile workers accurate, updated flight and assignment information in real-time, avoiding paper forms and walkie-talkie communication.
Turnaround management	Enhance decision making and mitigate potential flight delays by linking activities and events centered on the turn of a flight. Predict delayed milestones and their domino effects to make better decisions.
Data warehouse for reporting and business intelligence	Gain greater control, management, and business insight. Automate data capture, documentation, and tracking of work performed, ensuring accurate billing.
Combined AODB, fixed, and mobile resource management in one platform	Share information throughout the airport ecosystem, aligning all towards maximizing capacity and saving costs at every step. Agile and flexible, our solution toolkit helps you adapt to and build upon future innovations quickly and simply.

SITA COLLABORATIVE DECISION MAKING

An integrated CDM platform empowering airport operators and stakeholders to achieve new levels of business performance. Through shared, accurate information, group collaboration, and action, we can help the airport ecosystem achieve better On-Time-Performance (OTP), a smaller carbon footprint, better overall situational awareness, and recovery from adverse conditions.

SITA Collaborative Decision Making includes options supporting all airport collaborative decision making stakeholder activities, where our competitors support only one or two of the stakeholders in their solutions.

A major European airport successfully implements A-CDM and achieves

360,000kg
ANNUAL FUEL SAVINGS

2,000 minutes
ANNUAL DELAY SAVINGS

26,300 minutes
ANNUAL TAXI TIME SAVINGS

Feature	Benefit
A-CDM concept element support	Enhance stakeholder collaboration which helps you minimize disruptions. Provide departure sequencing resulting in better OTP and maintain less congestion on taxiways. Support for adverse conditions minimizes the disruption and gets your airport back on track in less time.
Pre-departure sequencing	Optimize the use of available pad and runway capacity. Ensure minimum time between engine start and departure, garnering better predictability, minimal noise, less fuel, and less harmful CO_2 emissions.
Highly configurable dashboard and KPI functionality	Track A-CDM KPIs in real-time with a consolidated overview.
Web portal	Enable stakeholder collaboration through a simple, easy to use interface.
Departure Manager for ATC sequencing	Reduce ATFM Slot wastage through better situational awareness and the ability to sequence the exact order for take-off.
De-icing planner integrated with departure sequencing	Engage in proactive planning and support for adverse conditions. Optimize de-icing times, leading to less harmful chemicals being used.
What-if scenario planning	Minimize disruptions, enhance efficiencies and develop the ability to proactively optimize operations given future conditions.
UDPP Support (Incl. TSAT Swaps)	Allow all actors in the decision-making process to have a say in how they wish to prioritize their flights.
Taxiway congestion management	Reduce waiting time on the taxiways resulting in fuel savings and better on-time performance
ANSP data exchange capability	Enable Airports to become part of the overall ATC network by exchanging real-time data with ANSPs, receiving accurate arrival information and sharing planned departure information, enabling all actors to operate more effectively and react more quickly to irregular operations.
Combined AODB, fixed, and mobile resource management in one platform	Share information throughout the airport ecosystem, aligning all towards maximizing capacity and saving costs at every step. Agile and flexible, our solution toolkit helps you adapt to and build upon future innovations quickly and simply.

WHY SITA?

Over 70 years ago, SITA was born to share data, so collaboration is in our DNA. SITA Operations at Airports is the most comprehensive toolkit of products on the market.

SITA ensures all stakeholders have the information they need to plan for and resolve issues together. For passengers, this means traveling with confidence and control, enjoying a streamlined, predictable, and enjoyable journey. The result is a best-in-class passenger experience they'll want to repeat.

SITA AT A GLANCE

Easy air travel every step of the way.

- Through information and communications technology, we help to make the end-to-end journey easier for passengers – from pre-travel, check-in and baggage processing, to boarding, border control and inflight connectivity.

- We work with about 400 air transport industry members and 2,800 customers in over 200 countries and territories. Almost every airline and airport in the world does business with SITA.

- Our customers include airlines, airports, GDSs and governments.

- Created and owned 100% by the industry, SITA is the community's dedicated partner for IT and communications, uniquely able to respond to community needs and issues.

- We innovate and develop collaboratively with our air transport customers, industry bodies and partners. Our portfolio and strategic direction are driven by the community, through the SITA Board and Council, comprising air transport industry members the world over.

- We provide services over the world's most extensive communications network. It's the vital asset that keeps the global air transport industry connected.

- With a customer service team of over 2,000 people around the world, we invest significantly in achieving best-in-class customer service, providing 24/7 integrated local and global support for our services.

- Our annual Air Transport and Passenger IT Insights reports for airlines, airports and passengers are industry-renowned, as is our Baggage IT Insights report.

- In 2019, we had consolidated revenues of US$ 1.8 billion.

For further information, please visit **www.sita.aero**

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