SITA PASSENGER FLOW MANAGEMENT

Optimize passenger processing and flows with analytics to know and understand passengers

SITA

Pre-COVID-19, air travel was more popular than ever, with air traffic volumes set to double over the next 20 years. Current challenges are placing a spotlight on the need for new health checks, additional passenger screening, and social distancing. **SITA Passenger Flow Management** is a suite of integrated solutions designed to help airports exert greater control over passenger flows and crowd density.

WHAT CAN SITA PASSENGER FLOW MANAGEMENT DO FOR YOU?

Enhance safety and security

Priority number one – safety and security throughout the entire airport. Traditionally this included screening passengers, catching cases of fraud, ensuring the right travel documents, and that these documents are valid and authentic. However, with COVID, new considerations for safety and security, namely health verifications and social distancing have been added on top of traditional screening measures.

Optimize operations

Real-time passenger monitoring and actionable insights are key to better managing daily operations as well as longer-term planning. For example, airport systems should be able to alert users when the passenger capacity of a defined area has been reached, anticipating bottlenecks and overcrowding. These insights enable airports to proactively manage areas by controlling the rate of passenger throughput, diverting flows, and deploying additional resources and personnel.

Better understand passengers

Gaining a better understanding of passengers is key to creating an air travel experience that suits their needs, improves their experience, and increases revenues. Predicting how passengers move and behave throughout the airport helps you streamline operations, matching capacity with demand at the right time, optimizing gate selection by aligning passenger profiles with carriers, and identifying revenue opportunities.

SOLUTION COMPONENTS

SITA PAX CHECK
Touchless, mobile, and self-service passenger screening and validation service for airport checkpoints and used to control passenger flow.

SITA PAX LOCATE
Business intelligence, data, and insights about the passenger journey, passenger processing, and infrastructure utilization.

SITA PASSENGER FLOW MANAGEMENT – A CLOSER LOOK

SITA provides you the tools necessary to ensure safety and security at the airport, optimize passenger processing and flows, and the analytics to know and understand passengers.

SITA PAX CHECK

Managing passenger checkpoints
SITA Pax Check allows you to easily create or modify passenger checkpoints. These checkpoints provide customizable validations, so you can screen passengers based on their unique needs as well as local and international regulations. These checkpoints offer touchless, mobile compatible (phone + tablet), automated validations and can be introduced at any point in the passenger journey.

Key benefits

- Validate the authenticity and completeness of travel documents, detecting fraud
- Control the rate and flow of passengers throughout the airport
- Identify passengers who require further screening or quarantine
- Ensure passenger details correspond with airline database utilizing real-time DCS validation
- Confirm whether passengers should be able to cross checkpoint(s); permitting and restricting access to designated airport areas
- Establishing a safe and secure airport environment

SITA PAX LOCATE

Making better decisions with business analytics

SITA Pax Locate offers you real-time monitoring, analytics, and alerts. Presented in intuitive dashboards, reports, and self-service BI, it offers you a historical, and real-time view of airport operations, passenger touch-points, flows, and segments. This helps you facilitate operational decision making and long-term planning at the airport.

Key benefits

- Define and track customizable KPIs; performance of passenger processes and identify areas of improvement and manage SLAs
- Allocate resources and personnel strategically to match demand and other considerations
- Create better-informed business models and reconcile billing based on insights and metrics
- Enhance management of queues to reduce bottlenecks and disruptions
- Understand passenger segments and which airport areas they spend time in - such as retail
- Multi-airport support and covering passenger journey at every step in the airport

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 AIRPORTS

SITA AT A GLANCE

Easy and safe travel every step of the way.

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

- We work with over 400 air transport industry members and 2,500 customers in over 200 countries and territories. Almost every airline and airport in the world does business with SITA, and nearly every passenger trip relies on SITA technology.

- Our customers include airlines, airports, ground handlers, aircraft, air navigation service providers, and governments.

- Our solutions drive operational efficiencies at more than 1,000 airports, while delivering the promise of the connected aircraft to customers of 18,000 aircraft globally.

- We help more than 70 governments to strike the balance between secure borders and seamless travel.

- Created and owned 100% by air transport, 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 in every corner of the globe and bridging 60% of the air transport community's data exchange.

- With a customer service team of over 1,700 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.

- We are a certified CarbonNeutral® company, reducing greenhouse gas emissions for all our operations through our UN recognized Planet+ program. In 2022, we committed to setting science-based emission reduction targets aligned to the Science Based Target initiative Net-Zero Standard.

- We also develop solutions to help the aviation industry meet its carbon reduction objectives, including reduced fuel burn and greater operational efficiencies.

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

For further information, please contact SITA by telephone or e-mail:

Americas
+1 770 850 4500
info.amer@sita.aero

Asia Pacific
+65 6545 3711
info.apac@sita.aero

Europe
+41 22 747 6000
info.euro@sita.aero

Middle East & Africa
+961 1 637300
info.mea@sita.aero

Follow us on **www.sita.aero**