

DROP&FLY

NEW-FIT BAG DROP – COMPACT AND SECURE

Checking in baggage can be stressful for passengers. And with an increasing number of travelers, many airports are faced with capacity constraints, which in turn lead to long queues. For airports aiming to equip new terminals, or which are refurbishing an existing terminal, SITA Drop&Fly meets the requirement for more terminal capacity, lower operational costs and an improved passenger experience.

ISSUES

Dissatisfied passengers

Even though many passengers check in online at home, once they arrive at an airport they may still have to wait in a long queue for a ground agent to check in their bag.

Limited terminal capacity

With continually rising passenger numbers, airports have to expand their existing terminal space in order to avoid long queues and dissatisfied passengers.

High operational costs

The increasing number of travelers leads to a need for more ground agents. This in turn results in higher recruitment and staff costs.

SOLUTION

Drop&Fly is the state-of-the-art self bag drop solution when equipping a new departure terminal or refurbishing an existing terminal with the bag drop technology of the future. It is fully customizable to the individual needs of the airport and is equipped with technology such as payment, passenger and baggage-facing cameras, and more.

Drop&Fly enables passengers to check in their luggage quickly and easily.

Drop&Fly's fully enclosed modern design features a sliding door and advanced sensors to prevent tampering and intrusion of unauthorized objects, and guarantees a safe and secure self bag drop area.

BENEFITS

- Increase terminal capacity
- Manage passenger flow 24/7/365 during peaks
- Enhance passenger experience
- Intuitive and passenger focused
- Proven experience of integration with existing airline and airport systems
- Fully customizable
- Dedicated or common-use
- Easy maintenance –for a fast repair with maintenance modules
- Higher airside revenue due to shorter queues
- Global support 24/7/365

74%

of airlines expected to offer bag drop by 2018*

60%

increase in terminal capacity

* 2015 Airlines IT Trends Survey

HOW DOES IT WORK?



- Easy and intuitive
- End-to-end support beyond hard and software deployment
- Future proof
- Easy maintenance for airport staff
- Great compact design

SOLUTION COMPONENTS

- 1. Agent Information System**
An innovative mobile application that gives ground agents a complete overview of the live status of all Drop&Fly units and sends push-notifications about passengers who may need extra assistance.
- 2. Management Information System**
Collects detailed, real-time statistics in order to analyze trends and generate dashboard reports for continuous optimization of the business case and streamlining of the self-service bag drop process.
- 3. Payment terminal**
A payment terminal can be integrated for the direct payment of excess baggage fees by debit card or credit card
- 4. ID scanner**
Drop&Fly can meet the airport's safety requirements with the integration of a fixed passport scanner
- 5. Dedicated or common-use self bag drop**
Dedicated or common-use operation via IATA Web Services or CUSS

CASE STUDY

In 2014, a major Asian airport was facing exceptional passenger growth, resulting in longer queues for bag drop. And with the airport's ambitious goals to reach 50 million passengers a year by 2017, some action needed to be taken in order to maintain the airport's existing level of traveler satisfaction.

To help the airport manage its passenger numbers, SITA installed 10 Drop&Fly units in 2015. This initiative was also in line with the airport's aim to provide the best and most convenient passenger experience with a one-step bag drop solution.

The installation of 40 additional Drop&Fly units in 2016 will further enhance the image of this airport, and will help position it as one of the most innovative airports in the world.

For more information please contact us at info@sita.aero