

SITATEX ONLINE

A WEB-BASED OPERATIONAL MAIL SOLUTION FOR GROUND HANDLERS

Need to access your messages from different locations at the airport? Ground handlers servicing multiple airlines need to access messages from different PCs in different locations. In order to provide ground services that encompass both passenger and aircraft requirements, ground-handling companies have chosen SITATEX Online for its ability to send and receive operational mails using a web-based messaging service that is accessible from any PC in any airport location.

ISSUES

Multiple-location access

Due to the need to move around to different locations at the airport, it is critical to be able to access messages from any location

Cost effectiveness

Profit margins are very important and a cost-efficient solution for sending operational messages needs to be found

24/7 vendor support

The urgent nature of flight arrivals and departures necessitates immediate support should problems arise

User-friendly interface

The interface used to send and receive operational messages must be easy to learn and easy to operate

SOLUTION

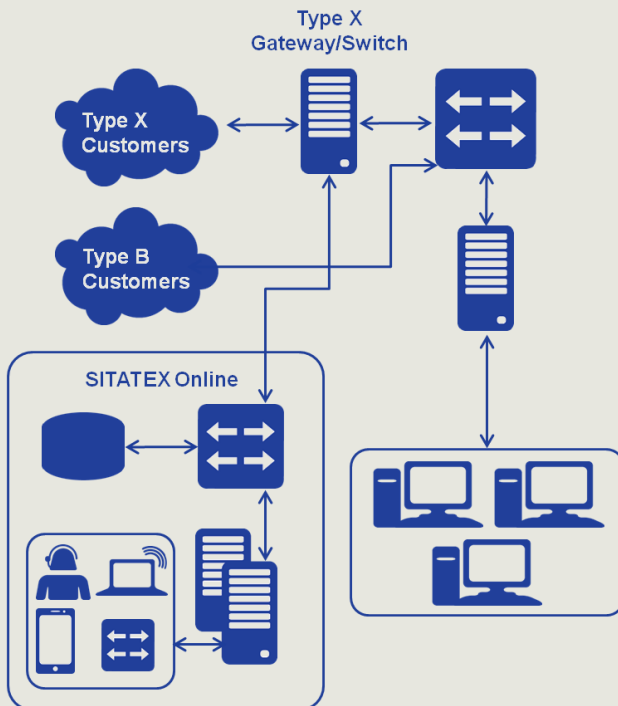
SITATEX Online

- An innovative, secure and cost-effective operational mail solution
- An off-the-shelf, web-based service
- URL accessible from any computer with an Internet browser, accessible at any location
- No additional hardware or software needs to be installed
- Desktop independent
- User-friendly, offering an enhanced and intuitive interface
- Offers HTTPS security
- Offline functionality allows you to continue to work and access the service when a network connection is not available. Messages will be sent automatically – as soon as a connection has been established

BENEFITS

- Enhanced flexibility and mobility for the workforce
- Secure and reliable
- Enhanced and intuitively easy to learn/use the interface
- Managed expense through an attractive cost-per-message system
- Tailored to the needs of smaller-sized organizations and larger enterprises
- No need for specialized internal IT support in order to initiate and maintain services
- Single access to the SITA Community Messaging
- Very low upfront investment required
- SITA's 24/7 support operations ensures effective problem response and resolution

HOW DOES IT WORK?



PRODUCT COMPONENTS

- Offers connectivity to Type X, Type B, SMTP, X400 and fax
- Fully developed in XML using IATA standards
- Compatible with SITA's Type X and Type B operational messaging environment
- Enhanced redundancy and expanded network access options
- Runs on Windows, Mac and Linux operating systems
- Compatible with all major Internet browsers: Firefox, Google Chrome, Internet Explorer and Safari
- Accessible from any computer using any type of network connectivity, including Internet
- Access from iPad, iPhone, Android and BlackBerry applications is planned for the near future

CASE STUDY

A leading ground-handling company's operations office uses SITATEX Online to access messages from different locations around Cyprus airport. Frequently, the station manager uses the offline mode when a network connection is not available. Messages are sent automatically as soon as a connection has been established.

The double signature feature is used by a majority of ground handlers worldwide. This capability allows a SITATEX Online customer to transmit messages using a two-character alpha numeric designator that identifies the airline accepting the SITA charge for the transmission cost of the message. The design of this feature is based on the IATA Standard Ground Handler Agreement (SGHA).

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