## SITA

# **Border Management Summit 2023**

Trends and threat-mitigating solutions for keeping countries and people safe, while promoting growth

**Digital Borders of the Future** 



**Singapore** 









#### SITA – The IT provider to the Aviation & Border Industry

130

42%+

Nationalities represented

Customer-facing staff

**4,600+** SITA staff

1,000+

Airports

>60

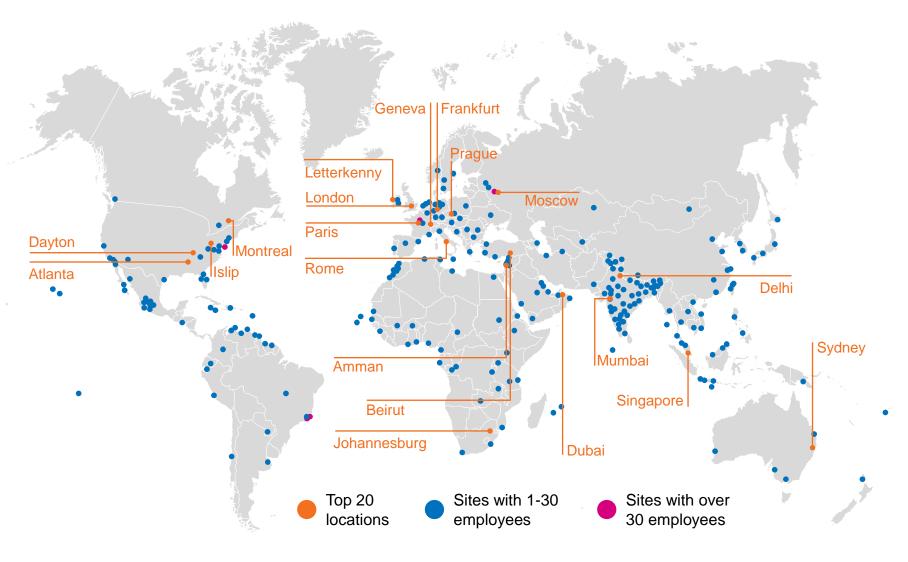
Different languages spoken

275+

Cities

>123

Countries have a SITA presence













#### **AT AIRPORTS**

#### AT BORDERS

**FOR AIRCRAFT** 

**COMMUNICATIONS & DATA EXCHANGE** 

- Baggage Management
- · Passenger Processing
- Operations At Airports

- Travel Authorization
- Digital Pre-Clearance
- Traveler Data
- Border Control
- Intelligence & Targeting
- Digital Travel

- Digital Day of Operations
- Cabin Connectivity Services
- Unified Aircraft Communications

- Network services
- · Data and APIs
- Messaging
- Mobility / wireless network
- Omnichannel Contact Services

We facilitate industry collaboration We drive operational excellence We deliver a seamless passenger journey

#### **SITA at Borders**



**25 years** of border management heritage – starting with the first Electronic Travel Authorization program for Australia in 1996



In-depth knowledge and expertise of both border operations and the international travel industry, serving >75 governments



World's leading provider of Advance Passenger Processing (APP) / iAPI solutions



> 2 billion travelers processed each year by our border solutions



600 airlines connected to our 'single window' gateway



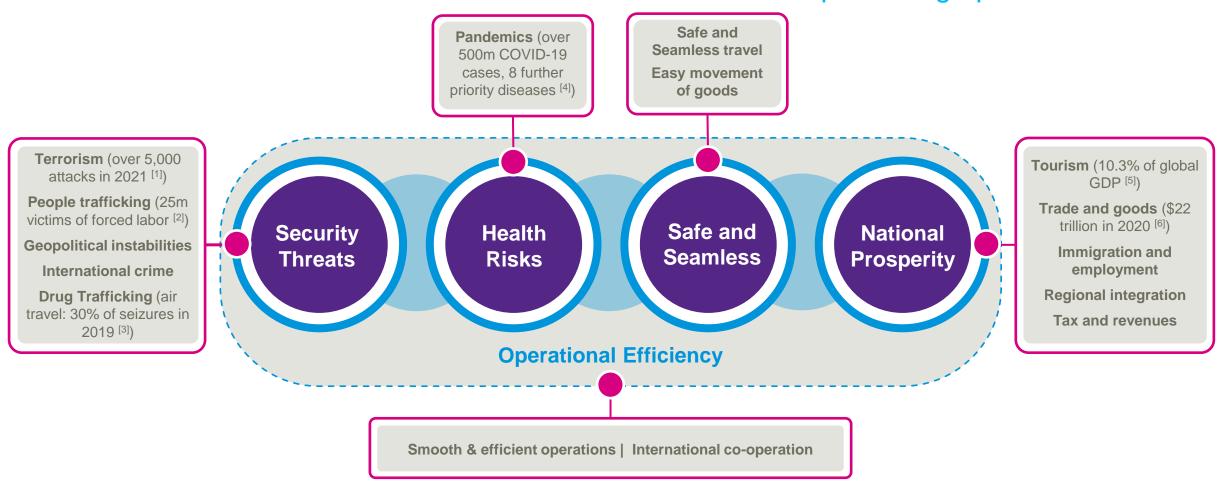
Unique expertise and service offerings from the sole provider of end-to-end border management solutions



around the world use SITA **Border solutions** 

#### **Border Management Industry Drivers**

#### Governments aim to balance the need to control threats whilst promoting open borders



<sup>[1]</sup> Global Terrorism Index 2022

<sup>&</sup>lt;sup>[2]</sup> 2020 Trafficking in Persons Report, US Department of State

<sup>[3]</sup> UN ODC World Drug Report 2021

<sup>[4]</sup> WHO May 2022

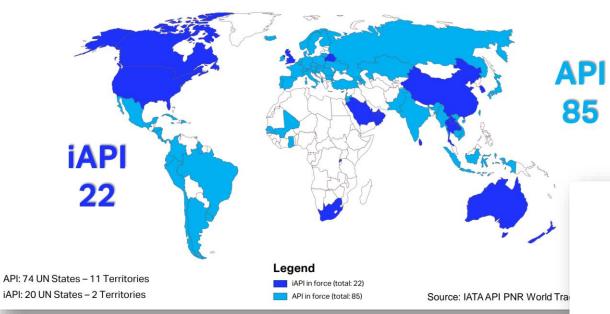
<sup>[5]</sup> WTTC 2021 Travel & Tourism Economic Impact Report

<sup>[6]</sup> WTO 2021 World Trade Statistical Review





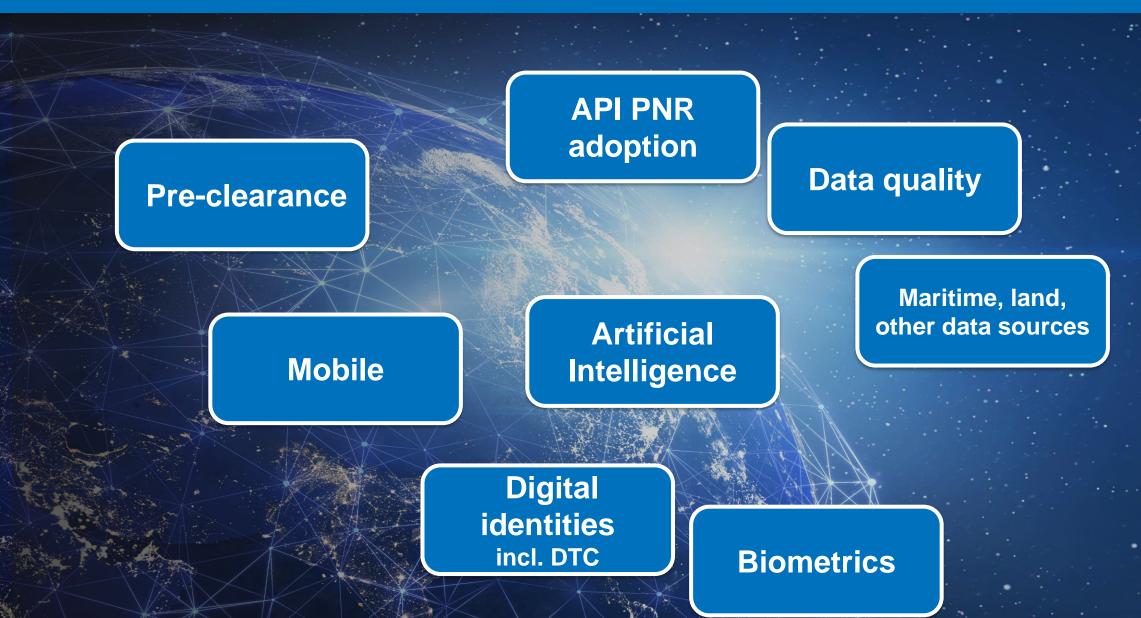




## Global PNR Implementation Status









Solutions Services Media

About

Sustainability

Careers

mySITA



Surveys & reports

#### Baggage IT Insights 2023

In 2022, the recovery of air travel surpassed expectations, with traffic surging to 3.42 billion passengers. Despite this positive news, the swift comeback took the industry by surprise, resulting in increased disruptions as airports, airlines, and ground handlers navigated the surge in traffic with reduced staff.

What does this mean for baggage?

Surveys & reports

#### Air Transport IT Insights 2022

SITA's Air Transport IT Insights report is well established as the global benchmark research for the air transport industry.



Surveys & reports

#### Passenger IT Insights 2022

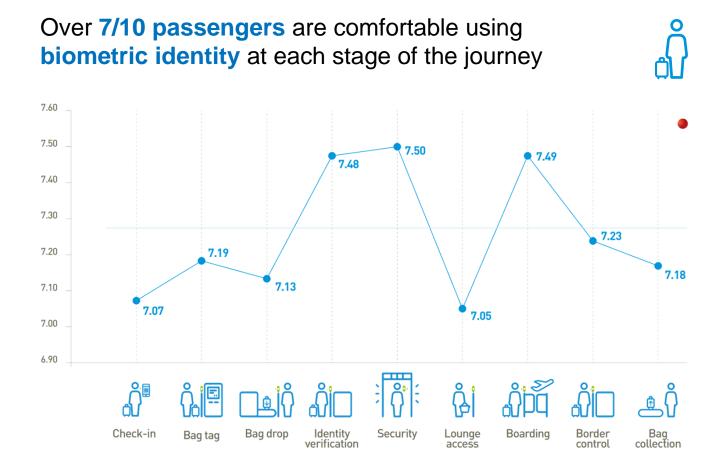
Emerging from the COVID-19 pandemic, passengers are showing pent-up demand for air travel and further embracing mobile and touchless technologies for a convenient and seamless journey.



the first Borders IT Insights Survey scheduled for the second half 2023.



### SITA Passenger and Air Transport IT Survey's





75% of airlines will invest in biometric identity solutions for passengers by 2025

Over half
of airports
plan to use
biometrics
across all
touchpoints by
2025





SITA envisages a world of secure, safe and seamless travel



Going from anywhere to everywhere without presenting physical travel documents

**02** Frictionless borders

03

Every journey stage is unlocked through a seamless experience



## Thank you

**Jeremy Springall** 



