

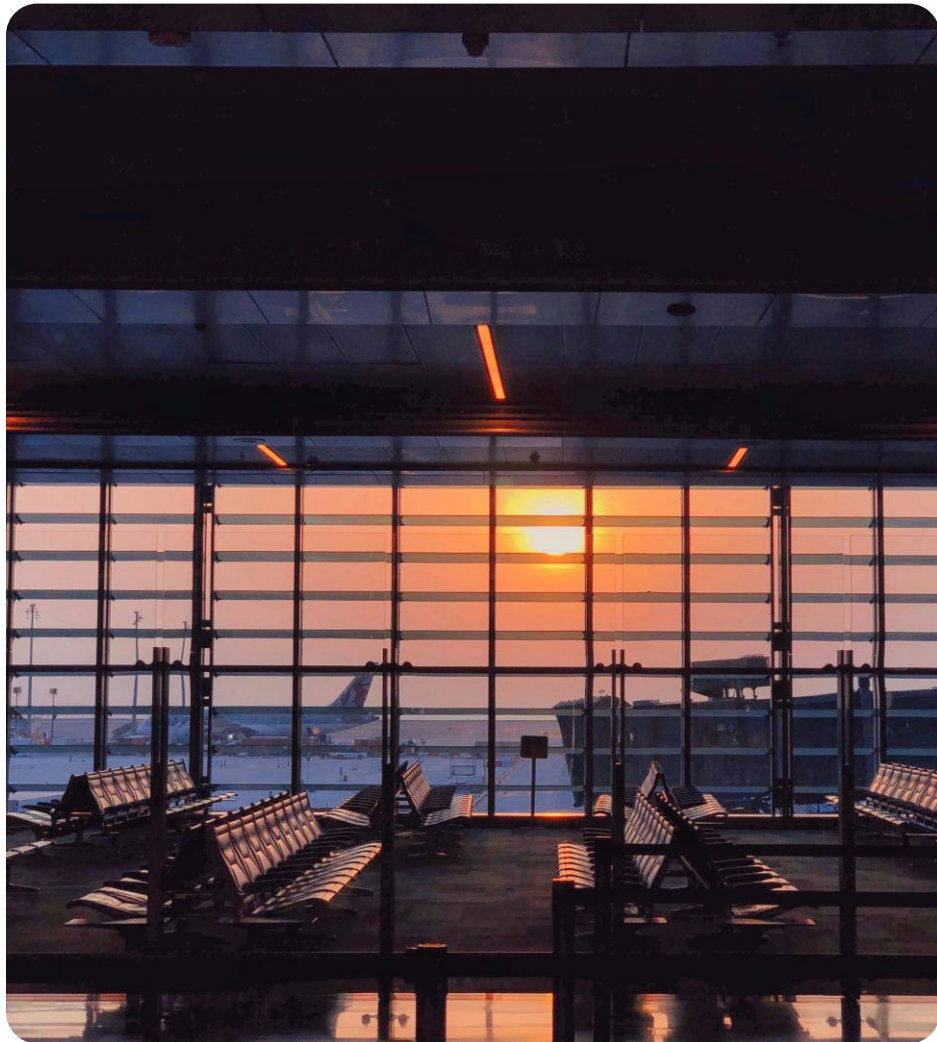


Paving the Way for Digital Travel Experiences

The future of travel is digital

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Director Strategic Portfolio Management
PAX at Airports

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PASSENGER PROCESSING

We make travel smoother and stress-free with easy, contactless solutions.

From secure check-in to boarding, our market-leading solutions automate the process using trusted tools and the latest innovations.

From established common-use solutions to self-service convenience with secure and compliant biometric integration, we speed up passenger flow and help operations run effortlessly.

Passenger Processing

Services include: Self-Service & Common Use Touchpoints, Flex, Smart Path, and Self-Bag Drop.



Committed to innovation:

Leading new and rapidly expanding markets.

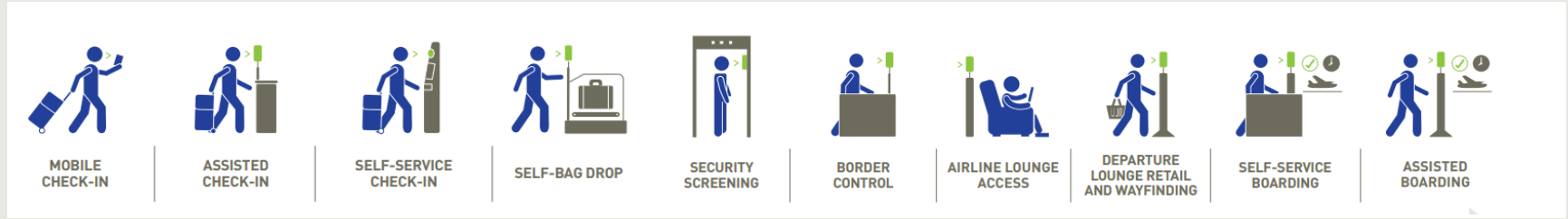


Unified: More secure, biometrically enabled, connected, passenger touchpoints, in more airports than anyone else.



Frictionless: Solutions to cut queues, increase capacity, and provide personalized travel experiences.

Our Passenger Processing Portfolio offers self-service solutions that streamline and automate the passenger journey from check-in to boarding

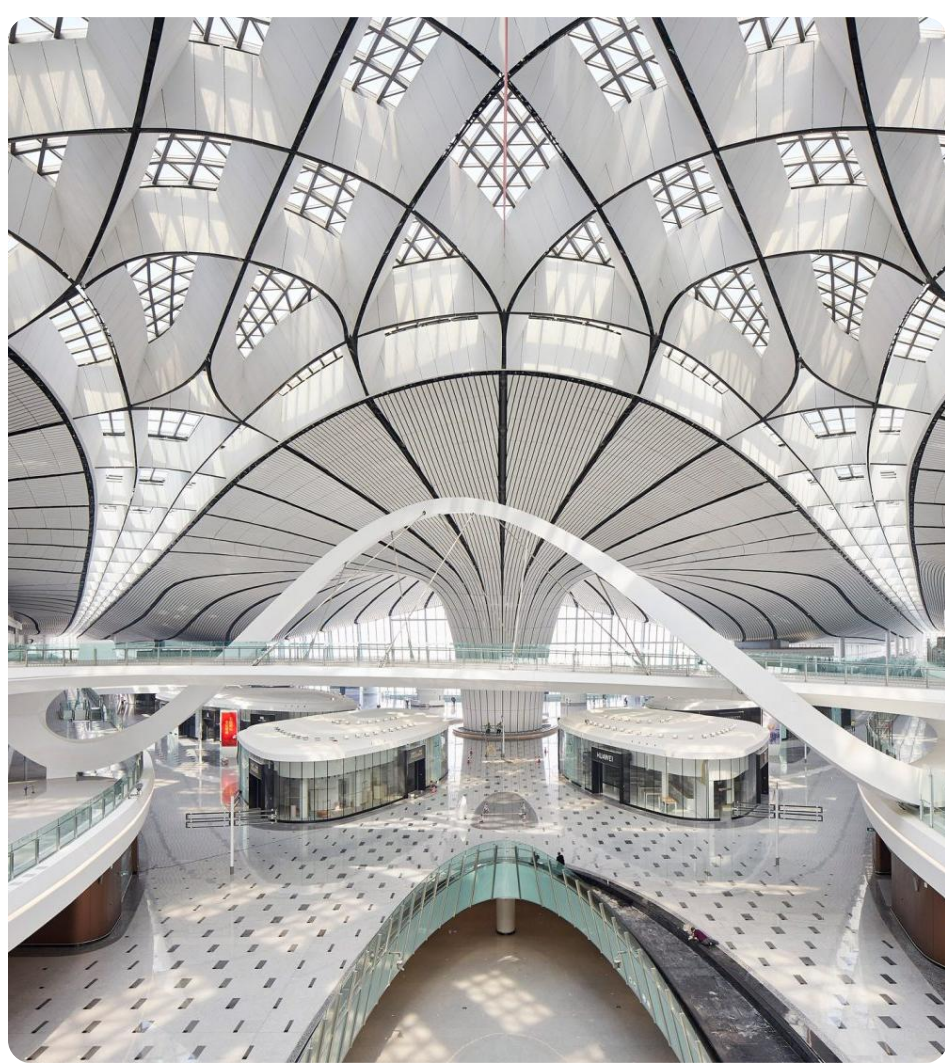


SITA PASSENGER PROCESSING PORTFOLIO

Built on proven common-use systems, we deliver secure cost-effective digital solutions enabling low-touch, seamless passenger experience, both inside and outside airports, train stations and cruise terminals.

TRANSFORMATIONAL CHALLENGES

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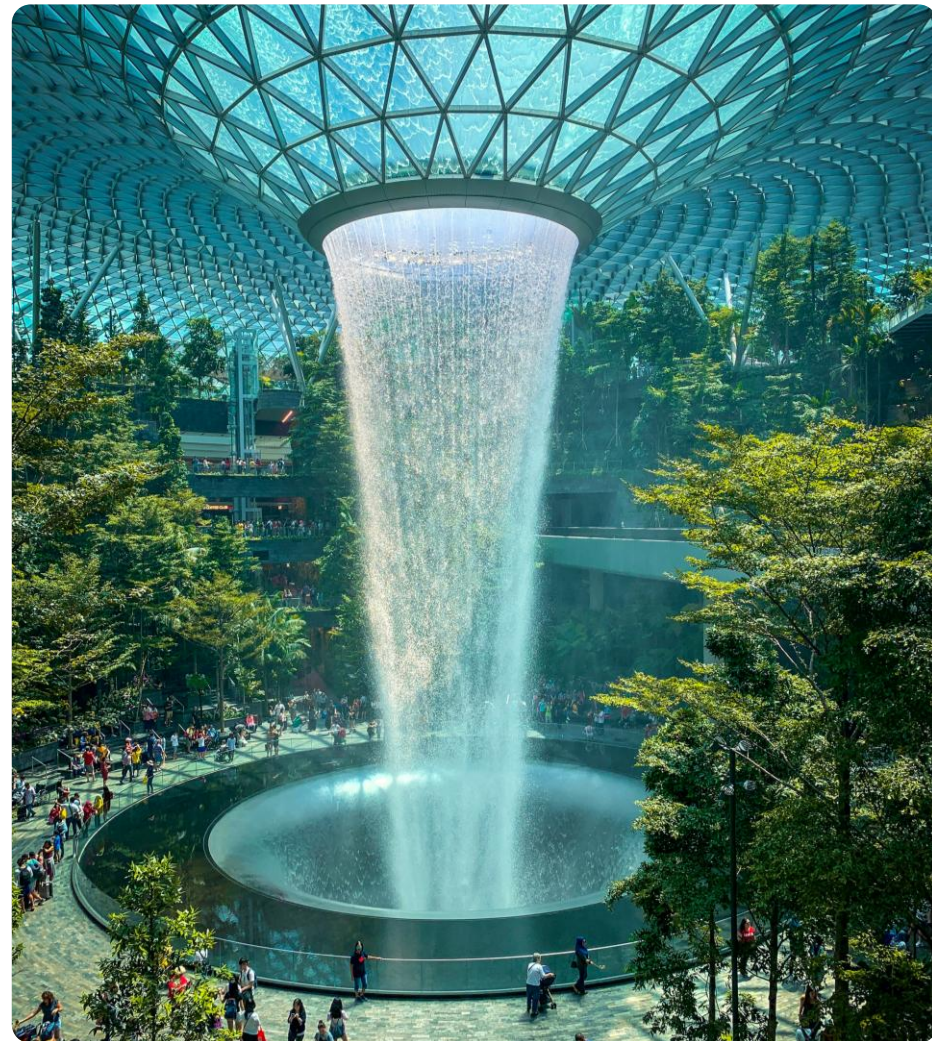




OPERATIONAL & TECHNOLOGICAL

The global air transport sector is changing rapidly.

- Passenger numbers are expected to reach 19.5 billion by 2043.
- Capacity in airports is limited. Investments have to go to Bytes not Bricks
- The focus is on smarter, sustainable, and efficient airport operations.
- Improving passenger experience through seamless, identity-based travel is key.
- The future of airports hinges on innovation and collaboration.



EMERGING TECHNOLOGIES

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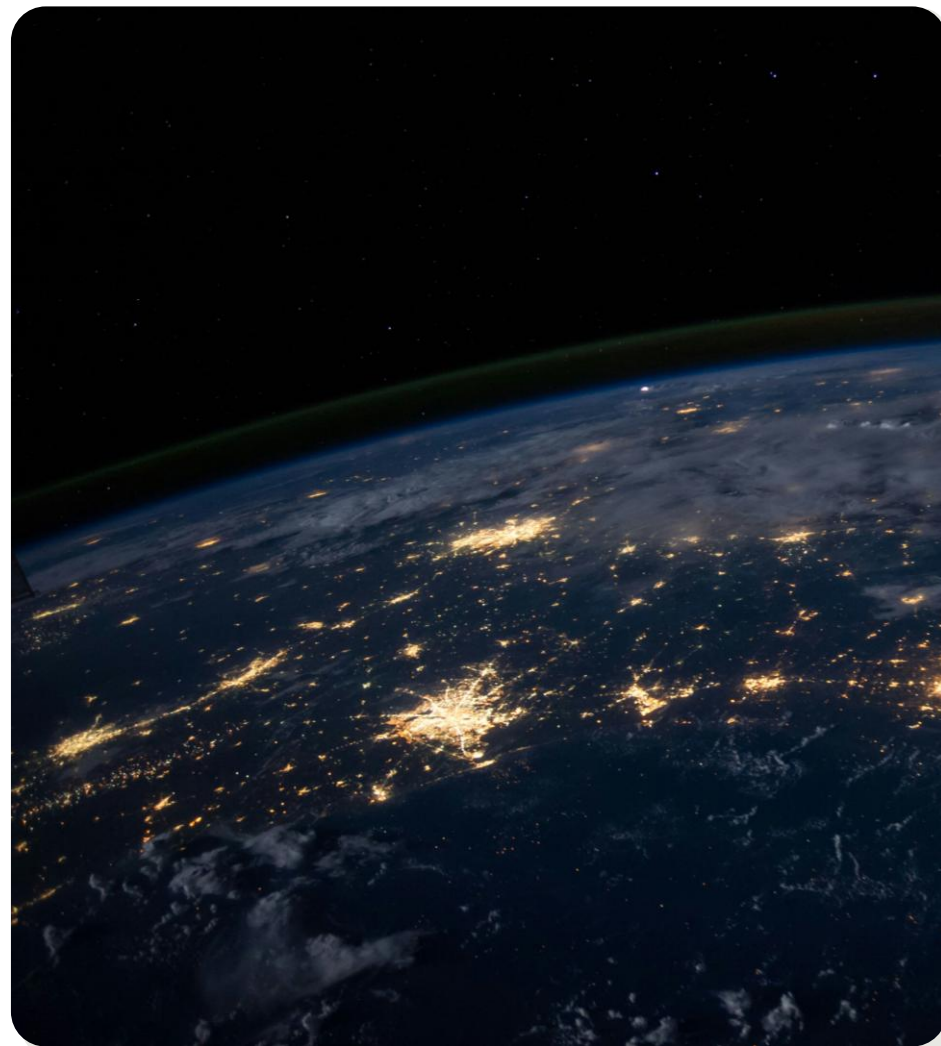


EMERGING TECHNOLOGIES INFLUENCING FUTURE PASSENGER PROCESSING

- Robotics is transforming airport operations.
- Urban Air Mobility (UAM) enhancing connectivity.
- Quantum computing is revolutionizing data processing.
- Preparing for the next generation of travel infrastructure needs.
- Emphasis on sustainability and efficiency.
- Continuous innovation to meet evolving passenger expectations.



TRENDS IN PASSENGER HANDLING TRANSFORMATION

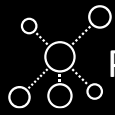




PASSENGER PROCESSING CHALLENGES

- Increased security with shorter processing times.
- Acceptance of new technologies by passengers and agents
- Automation of agent-controlled processes, particularly in identity management (ID card checks, visa checks) with authority approval
- Timetable for the introduction of biometric technologies.
- Using new technologies on existing install base





PASSENGER PROCESSING TRENDS

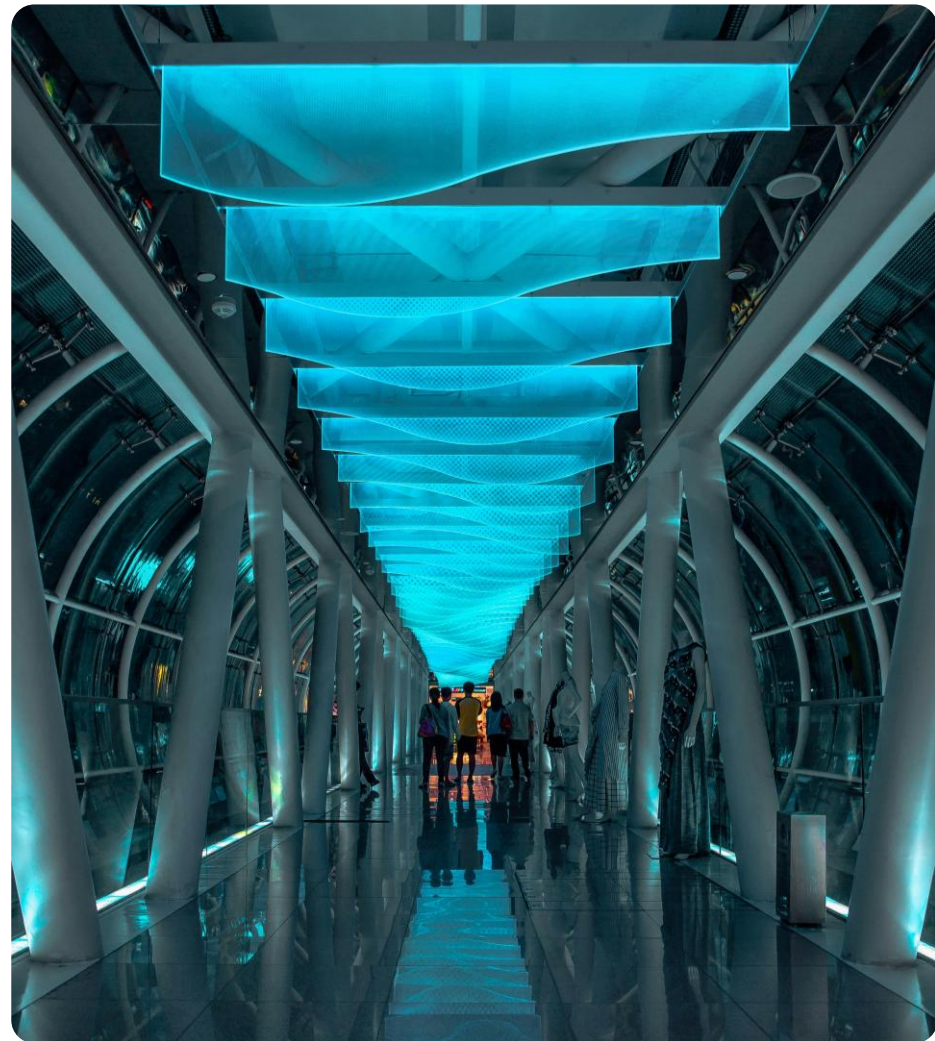
- Self-Service before entering the Airport as much as possible.
- Self-Service at the Airport for all standard cases.
- Mobile First
 - BYOD for passengers
 - Mobile solutions for agents
- Identity management with biometrics
- Real Time Data integration for AI BI

Aiming for 98% passenger satisfaction rates with new technologies.



SITA, YOUR INNOVATION PARTNER

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INNOVATING THE PASSENGER EXPERIENCE



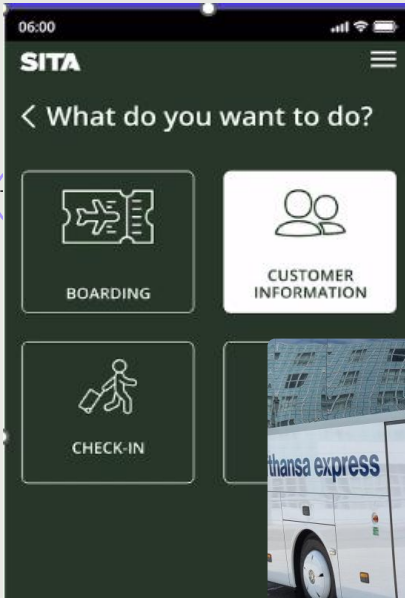
SITA Solutions Supporting Trends

Solutions established with high adoption rates

- Check In Kiosks
- Tagging Kiosks
- Automated Boarding Gates
- Automated Pre Security Gates

Lately **Self Service Bag Drop** get's commodity and changes the appearance of an Airport dramatically.

INNOVATING THE PASSENGER EXPERIENCE



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SITA Solutions Supporting Trends

Mobile Solutions Examples

- Mobile Agents Apps and devices to process passengers at flexible locations to suite demand /customer expectation with Flex.
- No more counters, roaming agents support passengers as needed –increasing capacity, and commercial space - shops, lounge, and restaurants
- Tagging solutions, battery-powered FlexBox units installed with 5G connectivity in various locations (hotels, trains, busses, transit, gates, ...)
- Mobile phone QR code payments
- Mobile receipts
- More to come

INNOVATING THE PASSENGER EXPERIENCE



Reliability, Community, Innovation

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SITA Solutions Supporting Trends

Smart Path Biometric Solution

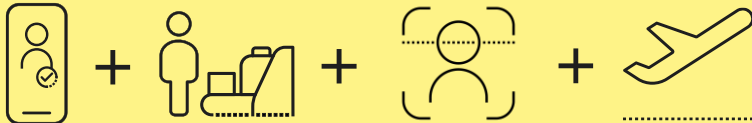
- Passengers create their biometric travel token on their phone using SmartPath while sitting on their sofa
- Passengers use their face at borders, airports, hotels, events etc. from end-to-end using Smart Path
- Smart Path works in the real world. Operational in many of the world's busiest airports, Smart Path requires no leap of faith. It's a complete suite of biometric technology that works.
- Operations are optimized with Smart Path insights. Detailed analytics and performance measures help you fine tune your airport operations. We're confident of the impact on customer satisfaction.

BEIJING CAPITAL INTERNATIONAL AIRPORT (BCIA)

Beijing Capital International Airport is one of the world's busiest, handling over 50 million passengers a year. It has completely automated the entire passenger journey using SITA Smart Path technology – from check-in and bag drop through to immigration, security, and finally boarding.

Passengers only need to enroll once during check-in, and then experience a seamless journey through the airport enabled by facial recognition. Improved processing efficiency means shorter queuing time and more social distancing for all passengers.

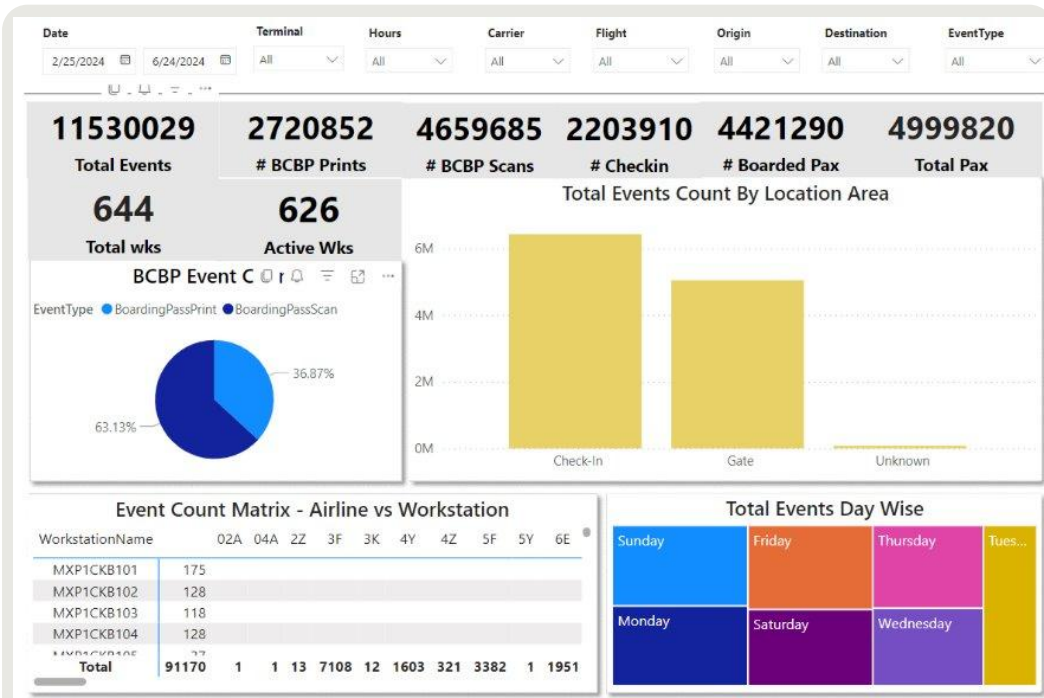
SITA has enabled over 600 biometric touchpoints at BCIA, covering all international flights, all international passengers, all the time.



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INNOVATING THE PASSENGER EXPERIENCE



SITA Solutions Supporting Trends

Realtime Data Support

- SITA Passenger Intelligent Insights is a highly flexible digital platform containing a rich pool of data sources and several data services (raw data feed, standard dashboards, real time dashboards and predictive capability) to act as a one-stop solution.
- Passenger Intelligent Insights acts as a single source of truth integrating all passenger processing data from all touchpoints.
- Future integration with other business like Baggage or Airport operations and also 3rd party data sources.
- SITA Pax Intelligent Insights provides a powerful overview of the passenger journey, touchpoint occupancy and infrastructure utilization.

WHERE AIRPORT INNOVATION TAKES FLIGHT

SITA

#1 For Airport Technology

PASSENGER PROCESSING



AIRPORT OPERATIONS



BAGGAGE MANAGEMENT

SITA