SITA FlexBox

Re-imagined touchpoints for an enhanced passenger experience.

SITA

FlexBox: Easy deployment for a connected experience.

Through API technology, airlines can simply integrate their mobile applications, expanding the scope to build and roll out innovative passenger services. Compact and versatile, the SITA FlexBox can be deployed almost anywhere, both within or outside airports.

A new era of connected journeys, with scalable, low-cost devices.

Grow capacity and deliver better experiences

SITA FlexBox helps you build a more agile and responsive passenger experience. Our hardware is easy and fast to deploy, wherever they are needed to speed up processes and digitize experiences, to give you:

- Faster self-service and agent-assisted processing
- More mobility for agents to support their ability to help passengers
- Increased airport capacity and reduced queues
- Better flexibility with more options for passengers
- Agile operations with less need to invest in new desks and kiosks

40 years of serving the industry

350 airlines served across the world

Over 460 airports where SITA Flex is used

A rich heritage in airport innovation

Build a more connected operation

SITA FlexBox can be deployed wherever you need it to transform passenger processing, thanks to our unique, end-to-end solutions:

Deployable anywhere

Add new touchpoints wherever you need to enable the passenger experience – on public transport, hotel lobbies or beyond.

Integrated to protect your investments and to change at your pace

Backwards-compatible with CUSS and CUPPS desks and kiosks, giving you optimum flexibility

API-enabled

APIs gives many more device options such as Windows, Android, iOS and significantly opens up more choice for passenger processing in any location, empowering both agents and passengers.

More flexibility than fixed touchpoints

Agents and passengers can connect to FlexBox using their device, offering a greater variety of experiences and use cases.

Connected application experiences

Airlines can integrate their passenger and agent application to the FlexBox to stay connected and own the passenger relationship through the app.

SITA FlexBox offers an advantage across the whole airport

Flexible, modern experiences for passengers, agents, and operations.

Whether they choose self-service or want an agent to help, passengers can self-tag, and drop their bags quickly to avoid delays and queues.

As they only need a mobile device to operate SITA FlexBox, agents can stay mobile, helping passengers when and where they need.

SITA FlexBox is fast and easy to deploy, with a small form factor that ensures it can be easily scaled to meet passenger growth.

SITA FlexBox can be used for much more than just bag tagging. Whatever applications airports and airlines want to develop, they will have the hardware to connect and deliver them, anywhere.

Scan QR code to connect
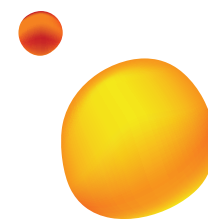
See The SITA difference

We have a long history in helping the aviation industry to move with the times, address passengers' changing needs and embracing the power of innovation. With FlexBox, we're giving you the chance to build differentiated experiences and unlock the full potential of your services and locations.

Simple user experiences
with a mobile-first solution

API-based operations
for maximum flexibility

Easy deployment
with local installation support anywhere in the world

Trusted by global aviation for over 40 years

─ Solution

Mobile, touchless and fast

Customers and agents can use FlexBox to speed up touchpoint processes, using only a mobile device.

Contact

If you want to learn more about how SITA FlexBox can help you introduce new, modern passenger services at scale, contact us.

SITA