for a safer and more efficient passenger experience





SITA's unique passenger processing solutions deliver the next-generation of mobile and biometric-enabled, low-touch passenger processing

— PIONEERING FEATURES —



CUSTOMIZED AND MOBILE-ENABLED

Personalized customer service delivered through passengers' own smart devices

LOW-TOUCH

Creating a **safer** and seamless **self-service** experience







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LEADING EDGE

Next-generation **cloud** and **biometric** technology working together to enable airports' **digital transformation**

INNOVATIVE

SITA Flex unlocks rapid innovation for airports and airlines through building high-value mobile applications without certification







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YOUR FACE IS YOUR BOARDING PASS

With SITA Smart Path, passengers' biometric data is used at every check-point

SUBSTANTIAL BENEFITS

USE OF SMART DEVICES

Passengers use smart devices to move through their journey and print bag tags or drop a bag without touching the physical kiosk





REDUCES PHYSICAL CONTACT

Improved passenger service and experience with reduced physical contact

BRING YOUR OWN DEVICE

Ground staff and passengers can bring their own device and still use physical shared devices when needed





GLOBAL PRESENCE

SITA Flex is available in over 460+ existing SITA common-use sites

END-TO-END SELF-SERVICE

Passengers use their smart devices and biometrics at each touchpoint throughout the airport





SEAMLESS MIGRATION

Integrated common-use and digital identity platforms allow for easy transition at your own pace

KEY TRENDS

IDENTIFICATION

BIOMETRIC

70%

of passengers are willing to share their biometric identifiers* TRAVELERS

68%

DIGITAL

of all passengers will be digital travelers and will expect to manage their travel with their mobile phones**

*Source: 2019 IATA Global Passenger Survey **Source: 2025: Air Travel for a Digital Age Report (September 2019)

www.sita.aero/sita-flex

ONLINE CHECK-IN

51%

of passengers check-in online via smartphone devices. This continues to rise as the most preferred way to check-in*

with their mobile phones**

| with their mobile phones**
| preferred way to check-in*

Find out more >