Sources:
(3) 2013 SITA Passenger IT Trends Survey
(4) JD Power North American Airport Survey

1,000+ AIRPORTS WORLDWIDE
1.3 billion PASSENGERS HAVE BEEN CHECKED-IN USING SITA'S COMMON USE TERMINAL EQUIPMENT (CUTE)
98.2% OF SITA CUSTOMERS ARE EITHER ABSOLUTELY SATISFIED, VERY SATISFIED OR SATISFIED WITH OUR PERFORMANCE

No. 1 AIRPORT ICT PROVIDER

ENSURING PASSENGER SATISFACTION

COMMON-USE AND SELF-SERVICE SOLUTIONS
• 36% reduction in wait times experienced by users of SITA's 5,500 kiosks at 400+ common-use airports

BAGGAGE MANAGEMENT SOLUTIONS
• From 2008 to 2013, SITA has reduced baggage loss by 56%, reducing out-of-pocket baggage within the industry

PAASSENGER FLOW MONITORING SOLUTIONS
• From 2008 to 2013, SITA’s PASSenger FLOW Management Solutions have reduced an estimated $400 million annually across airlines, reducing average passenger’s retail spend

BORDER CONTROL AND SECURITY SOLUTIONS
• iBorders Self-Service Border Control systems can allow passengers to cross the border in as little as 8 seconds

AIRCRAFT SOLUTIONS
• With 100 million Type B messages carried per day, Aircraft Solutions provide real-time exchange between ATC, cockpit crew, airline operations centres and aircraft systems

AIRPORT OPERATIONS SOLUTIONS
• Increased operational efficiency as result of 25% better resource allocation

COMMUNICATIONS AND INFRASTRUCTURE SOLUTIONS
• 1,000+ airport and airline company customers are using SITA Messaging Services

INNOVATION

INTRODUCING THE SITA CLOUD
A truly global infrastructure pre-connected to 380 airports, 17,000 air transport sites and 15,000 commercial aircraft

ENSURING OPERATIONAL EXCELLENCE

AIRPORT ICT PROVIDER

95% OF INTERNATIONAL DESTINATIONS ARE COVERED BY SITA'S EXTENSIVE NETWORK

98.2% INVESTING 5% OF REVENUES IN R&D

SUCCESSFULLY PARTNERING WITH ORANGE BUSINESS SERVICES SINCE 2001

FIRST AIR TRANSPORT INDUSTRY CLOUD LAUNCHED IN 2011
FIRST GLOBAL MOBILE DATA SERVICE BUILT IN 2011
FIRST NFC SOLUTION, SPEEDING PASSENGER ACCESS AND BOARDING VIA NFC-ENABLED SMARTPHONES IN 2012
FIRST AIRLINE BOOKING ENGINE INTEGRATED WITH FACEBOOK IN 2011

FOR MORE INFORMATION VISIT www.sita.aero/airports and #CompleteAirport