



The self-service boarding process

Airport Self-Service Gates provide a state-of-the-art, cost-effective passenger processing solution. They can help cut costs, optimize resources and significantly reduce the time it takes to board passengers. Useful for self-boarding, security checks and border control, they can also help streamline operations and improve the passenger experience.

BACKGROUND

Managing boarding time

Airports need to cut down queue times, minimize flight delays and reduce congestion.

Managing disruption and flight delays

Delayed inbound flights can have a negative effect on other outbound flights.

Improving customer satisfaction

Boarding gate staff need to be free to focus on the most pressing and complex issues, as well as providing a more personalized service to the passenger.

Managing passenger expectation

More and more passengers want a practical self-service option for a more interactive experience in the boarding process.

SOLUTION

State-of-the-art boarding gates with combined sensors, lights and barrier arms to ensure speedy, secure passenger processing.

Facial recognition technology, tracking the passengers from check-in to take off and eliminating the need for passports and boarding passes.

Shared infrastructure among airlines as the gate is fully integrated with SITA's CUTE terminals and CUSS platform.

Pay-as-you-use shared infrastructure with zero capital expenditure and reduced operational costs.

Intelligent, end-to-end passenger processing solution, with certified gate devices from multiple vendors.

BENEFITS

- Provides faster, more efficient passenger processing, with simple, reliable 2D barcode scanning
- Cuts down on queuing, minimizes flight delays and reduces congestion within the airport
- Allows boarding agents to focus on more complex issues and provide a more personalized service
- Reduces issues with staff deployment at peak travel season
- Delivers an intelligent, integrated solution, with no capital expenditure and reduced operational costs

RESULTS

Up to 50%
reduction in boarding time

58%
Airlines plan to automate self-boarding gates using biometrics by end of 2021

How does it work?

Automated Security

The entrance control gates include a variety of security sensors, including tailgating detection to prevent unauthorized access.



SITA rigorously tests and certifies gates from leading manufacturers. This is to ensure they meet all operational and integration requirements to connect to SITA's platform for CUTE and CUPPS.

Airport Self-Service Gates are integrated into a full end-to-end self-service offering that provides solutions at every step of the passenger's journey.



AT AIRPORTS

SOLUTION COMPONENTS

1. Airport Self-Service Gates

They can emulate a boarding gate reader (BGR) with little or no changes to airline applications. This supports boarding passes printed at home, at kiosks, or accessed via mobile devices.

2. Boarding gate reader (BGR)

They support paper receipt printing, which is a security requirement of many airlines. Airlines can print seat changes and accommodate boarding passes on mobile phones.

3. Integrated sensors

They detect any abnormal passenger behavior, such as piggybacking, tailgating or changing direction. They recognize rollboards and backpacks, distinguishing them from people who may attempt to tailgate.

4. Hardware certification allows multiple turnstiles / gates

SITA provides integrated and certified gates from different vendors to suit airport-specific needs.

5. The protocol is based on AEA 2012 specification

By providing a standard interface, SITA can accommodate the maximum number of airline applications.

CASE STUDY

Consider a 240 seat Airbus A330, which has 95% of seats booked. For a legacy carrier, it would take two boarding agents and one service agent approximately 19 minutes to board all passengers.

With just one agent and two Airport Self-Service Gates, the time is reduced to approximately nine minutes.

This reduces the risk of delayed flights and improves customer satisfaction. Agents are able to focus on verifying that all passengers are on time at the gate. As a result, they can close it earlier.

All this occurs in the common use desk environment, which is connected to the SITA CUSS platform with the benefit of shared infrastructure.

For more information please contact us at info@sita.aero