

## AIRPORTCENTRAL / AIRPORTRESOURCE MANAGER

### HELPING AIRPORT MANAGERS BALANCE OPERATIONAL EFFICIENCY WITH BUSINESS RESULTS

A tightly integrated, modular application for planning and tracking real-time and irregular operations, aeronautical billing, and reporting.

#### ISSUES

Airports suffer from:

- Capacity issues (multiple potential bottlenecks)
- Manual/fragmented processes that increase operational costs and impact SLAs as well as revenues
- Dissatisfied customers impacted by disruption
- Lack of business intelligence on operational activities
- Billing inaccuracy

#### SOLUTION

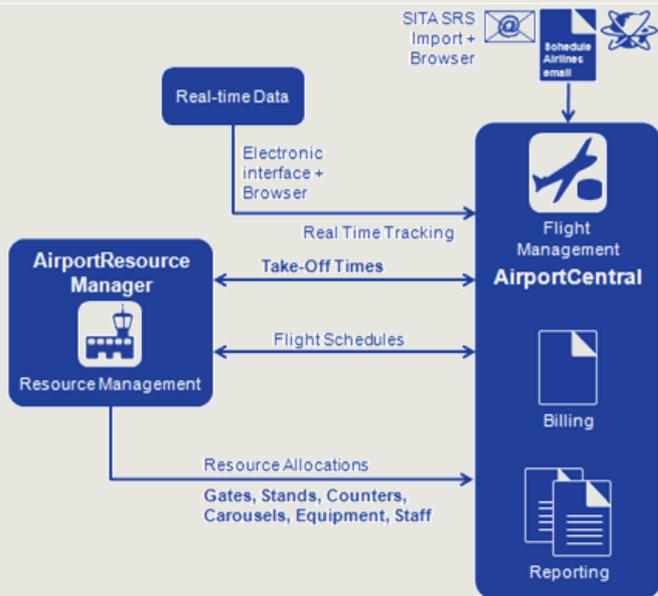
SITA's Airport Management Solution provides a tightly integrated airport operational database and resource management system that includes:

- Strategic and real-time flight management
- Billing for aeronautical services
- Dashboard, KPI, and SLA management
- Strategic, tactical, and real-time resource allocation
- Alert handling with decision support
- What-if scenarios

#### BENEFITS

- Enhanced collaboration between the different actors involved in the management of flight movements
- Increased airport capacity
- Reduced costs from more efficient resource allocations and fewer flight delays
- Improved airport experience for all stakeholders
- Controlled business results
- Increased revenues as a result of accurate tracking of aircraft movements

## HOW DOES IT WORK?



## SOLUTION COMPONENTS

### 1. AirportCentral

An operations management system that uses a centralized airport operations database (AODB) to perform:

- Flight management
- Billing
- Reporting

### 2. AirportResource Manager

A powerful scheduling, capacity planning and resource management system for airport resources, such as:

- Departure gates
- Aircraft parking stands
- Baggage carousels
- Check-in desks
- Secondary resources dependent on passenger flows, such as immigration desks, security points and baggage trolleys

These two components are tightly integrated, sharing a consistent user interface and dashboard (KPIs).

## CASE STUDY

In 2012, Québec City Airport was voted 'Best Airport in North America' in its passenger category. Having achieved 68 percent growth over the last five years, they needed a system that would allow them to:

- Maintain high levels of service while also accommodating traffic growth
- Avoid mismanagement of gates, desks, lounges and other resources caused by flight delays or other disruptions
- Make fast, effective operational decisions which would not have unintended consequences that negatively impact other objectives

Québec City Airport was the first airport to install SITA's Next Gen Airport Management Solution, including AirportCentral and AirportResource Manager.

*"FROM THE VERY FIRST DAY, WE WERE ABLE TO SEE THE VALUE OF SITA AIRPORT MANAGEMENT SOLUTION TO OUR OPERATIONS."*

**GAËTAN GAGNÉ, CEO, QUÉBEC CITY  
JEAN LESAGE INTERNATIONAL**

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