

AIRPORTCONNECT OPEN

ENABLING PASSENGER PROCESSING OPTIMIZATION

Airports and airlines continuously strive to maximize use of their assets while evaluating how to improve the passenger experience. The use of common check-in desks and peripherals enables them to reap the benefits of sharing workspaces and devices, and of utilizing investment to offer improved passenger processing services.

ISSUES

Operational flexibility

Not provided through dedicated check-in desks.

Resource utilization

Airport space with dedicated airline desks is often underutilized because desks cannot be reassigned to accommodate increased numbers of flights, or because of irregular operations (IROPS) issues for other airlines. The non-sharing of agent workstations and kiosks limits the number of daily flights, thus reducing passenger traffic.

Lack of consistency

In a dedicated environment, all airlines operate their own processes and procedures, preventing airports to adopt a common approach to passenger handling.

Scalability

Small airports have been unable to fund a full CUTE environment and have had to use dedicated positions only.

New technology

Airports want to adopt new passenger processing technology, but are using disparate systems which do not meet industry standards. This makes adoption both expensive and inefficient.

SITA SOLUTION

SITA leads the industry in the deployment and ongoing management of :

- **CUTE** (common-use terminal equipment)
- **CUPPS** (common-use passenger processing)
- **CUSS** (common-use self-service)

These are compliant with the latest IATA standards for use at airports worldwide. Common-use hardware can be used by any airline, offering flexibility to accommodate both changes in daily schedules and season-related changes.

Consistency:

Airline operations are facilitated knowing that both their application and hardware peripherals work the same worldwide.

Scalability:

Airports can start as a small site, and grow to become a larger site, while leveraging their investment.

Integrated Passenger processing:

A solution that enables airlines to fully utilize either CUPPS, CUTE or CUSS applications, in a shared workstation/kiosk environment.

New technologies:

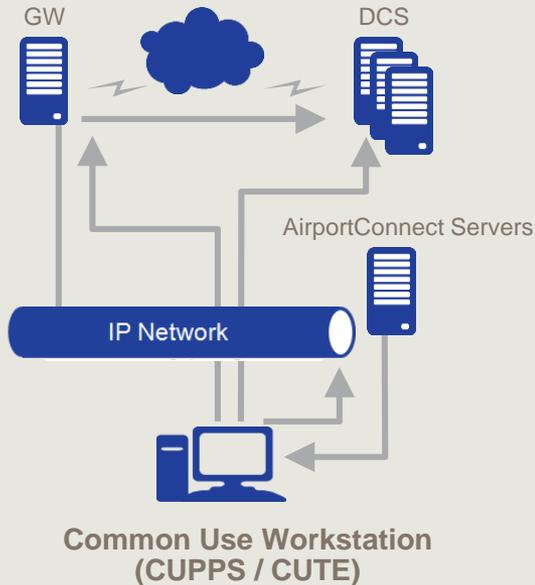
AirportConnect is a standard-based solution, making it easier to integrate new technologies, such as self-boarding gates.

BENEFITS

- Fully integrated system, such as workstations running either CUPPS or CUTE applications, and kiosks running CUSS applications developed by the same team, ensure high performance and an efficient base platform.
- Common Core room and common servers for CUTE/CUPPS/CUSS.
- "Single neck" accountability and all technical expertise resides within SITA (providing a single, common escalation path).
- Single provider solution results in increased operational reliability and faster response times.
- Common peripherals reduce overall sparring and training of maintenance technicians. As a result, overall maintenance costs are reduced.
- Off-airport locations, such as hotels and train stations, are supported.
- Flexible billing model
- Common-use platform results in lower costs for infrastructure and support charges over a dedicated environment.

+ 1bn
passengers
processed a year
at over 450 airport
sites

HOW DOES IT WORK?



- Common-use workstation authenticates against core servers.
- Airline applications on the workstation communicate with the airlines host.
- Boarding passes and bag tags are printed through the platform.
- Passengers boarded using boarding gate reader (BGR).

SOLUTION COMPONENTS

1. AirportConnect Open platform

Single platform enabling airlines to deploy their CUTE, CUPPS or CUSS applications.

2. Individual airline profiles

Airlines are able to access any of their applications that are certified on the platform from any common-use workstation in the airport.

3. Payment card industry (PCI)

AirportConnect Open is validated by a PCI QSA, and is technically capable of PCI DSS compliance. SITA is the first and only common-use platform provider certified and listed as a **PCI compliant service provider** whereby SITA provides the PCI services and management of the platform.

4. Payment Services – PCI P2PE Compliant

The Common Use Payment Service works at agent desks and self-service, permitting airlines to accept payments using a PCI P2PE compliant solution. Airlines can continue to have payments processing and settled to their own selected banks.

4. Virtual print layer

The virtual print layer enables any airline application to talk to a single set of peripherals on the workstation at check-in and boarding areas. This facilitates the implementation of new technology seamlessly, e.g. self boarding, self bag drop).

5. Contractual options/billing

Depending on the requirements of the airports/airlines, different operational models are available. These range from CLUB contracts to Option D contracts, thus enabling shared costs across the airport community.

CASE STUDY

Passenger growth in India continues to rise and is predicted to grow by more than 8 percent annually over the next few years. To support this growth, the Airport Authority of India needed to improve resource utilization at India's airports.

To do so, SITA installed AirportConnect Open in airports throughout India. Check-in desks and gates, as well as all peripherals, are now shared across all airlines. In addition, airlines can now deploy and use their applications with a time-efficient and standard methodology. This enables desk use to be flexible, and to be based on the airlines' individual requirements and departing passenger profiles.

“Working together with SITA, we have devised a solution that provides India's airports with world-class technology. To provide flexibility to airports and airlines in enhancing passenger facilitation, we were pleased to agree in a revenue-sharing model and we are confident that this partnership with SITA will assist the future growth of Indian aviation.”

Vp Agrawal, Chairman, Airports Authority of India

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

SITA