

BAGCONNECT

FULLY MANAGED BAGGAGE MESSAGE GENERATION FOR AUTOMATED BAGGAGE SYSTEMS

BagConnect is a managed service that generates “pseudo-BSMs” for bags passing through transfer airports, if the original baggage source message (BSM) is not received by the airport’s automated baggage handling system in time to facilitate baggage sorting.

ISSUES

Transfer bags with no BSM

One of the major challenges of automated handling of transfer baggage is the arrival of transfer baggage without a BSM.

This issue can affect up to 10 percent of the transfer bags processed at airports. This will have a major impact on the baggage handling efficiency of major hub airports.

Arrival bag handling and tracking

The introduction of arrival baggage scanning and tracking solutions means that airports now need also to receive arrival or terminating BSMs.

Many DCSs are unable either to generate or send such terminating BSMs to the airport systems that need these messages.

SOLUTION

- BagConnect can generate transfer and terminating BSMs, as required.
- BagConnect is a fully managed ASP service, co-located with the BagMessage service in SITA Data Center.
- BagMessage is used as the message delivery service for all messages transmitted to and from the BagConnect service.
- Full usage reporting is available to the airline and/or airport for which messages are being generated.
- Fully managed centralized baggage operations center.
- IATA Recommended Practice 1745 transfer and terminating BSMs supported.
- Fast setup and implementation of the service, especially for existing BagMessage customers.

BENEFITS

- Reduced numbers of bags being sent to manual coding or “dump chutes”.
- Reduced manual baggage handling costs.
- Reduced rates of mishandled bags and associated financial and reputational costs.
- Increase efficiency of baggage handling resources.
- Improved on-time departure performance.
- Can be used to generate messages for BSMs created by WorldTracer – when bags are forwarded through a transfer airport.
- Only creates and sends “pseudo-BSMs”, once the system has verified that no BSM has been sent by the airline DCS.

45%

of mishandled bags are for transfer passengers

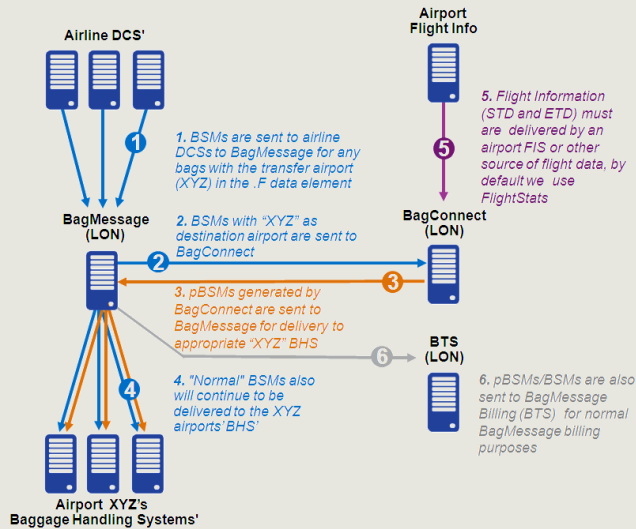
10%

of transfer bags may have no BSM

210+

airports already use BagMessage and can have BagConnect enabled on demand

HOW DOES IT WORK?



- Automated baggage system (ABS)
- Baggage information message (BIM)
- Baggage source message (BSM)
- Baggage handling system (BHS)
- Departure control system (DCS [host])
- Flight information system (FIS)
- Scheduled time of departure (STD)
- Estimated time of departure (ETD)

SOLUTION COMPONENTS

1. Fully managed support

24/7/365 fully managed support by baggage messaging experts with direct access to airline host control centers enables SITA to proactively manage all inbound and outbound connectivity.

2. 24/7/365 monitoring

Support centers proactively monitor all connections for late message reception and connectivity uptimes, thus enabling us to resolve issues before they become a problem at the airport.

3. Integration with BagMessage and FlightStats

BagConnect receives BIMs from BagMessage and arrival/departure flight information from FlightStats.

4. Delivery over IPVPN

Any "pseudo-BSMs" generated by BagConnect are sent to BagMessage for onward delivery to airports' automated baggage systems.

5. Quick setup and configuration

BagConnect can be setup and configured in a matter of days. If required, the system can monitor the potential messaging problems at a prospective customer airport, and provide statistics that demonstrate the size and cost of missing BSMs.

6. Arrival/terminating BSM generation

For airports that are implementing arrival baggage scanning, terminating BSMs will greatly assist in improving the arrival system's accuracy. If the airline DCS cannot generate arrival BSMs, then BagConnect can.

CASE STUDY

Rome's Fiumicino Airport was the first airport in the world to benefit from BagConnect.

BagConnect addresses one of the major challenges of transfer baggage – the arrival of a transfer bag without a BIM.

It is this message that automated baggage handling systems require in order to process and sort bags correctly; without a BIM, bags require manual encoding and can miss connections or end up in "dump chutes" awaiting manual intervention.

BagConnect ensures that the transfer airport's systems receive all the necessary information automatically, thus enabling bags to make connections more smoothly.

BagConnect and other SITA baggage solutions contributed to delivering significant improvements in baggage handling for airlines using Fiumicino airport, as well as providing immediate benefits to its passengers. The number of mishandled bags dropped from 37 per thousand passengers in 2009 to 11 per thousand in 2011.

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