

# DEPARTURE CONTROL SERVICES

## END-TO-END SOLUTION FOR AIRLINE AND GROUND HANDLERS

SITA Departure Control Services (DCS) provides an automated passenger check-in, boarding control, load planning and weight and balance system for airlines and ground handlers.

### ISSUES

- You need an automated, integrated departure control system that offers efficient check-in, boarding and load control.
- You want a system that is compatible with your reservations system and electronic ticketing databases.
- For codeshare or strategic alliances, you need to support different GUI interfaces and offer easy check-in and boarding, with minimal disruption to your flight schedules.
- You need to process all government requirements internationally as well as process all IATA messages.
- You have different seat maps for legacy departure control systems and reservations systems.
- You need more flexibility to create business rules and unrestricted parameters.
- You need a system that agents can learn to use quickly.

### DCS SOLUTION

- Multi-host system that provides airlines and ground handlers with efficient check-in, boarding and load control
- Accepts passenger name lists from any reservations system
- Offers a single GUI for check-in, boarding and load control
- Supports ITCI (interline through check-in), codeshare and alliances, as well as links to electronic ticketing databases
- Handles all customs and immigration requirements including Secure Flight, APIS and APP
- Integrates with web, kiosk and mobile check-in
- Shares common seat map with SITA Reservations to manage seat assignments and passenger processing.

### BENEFITS

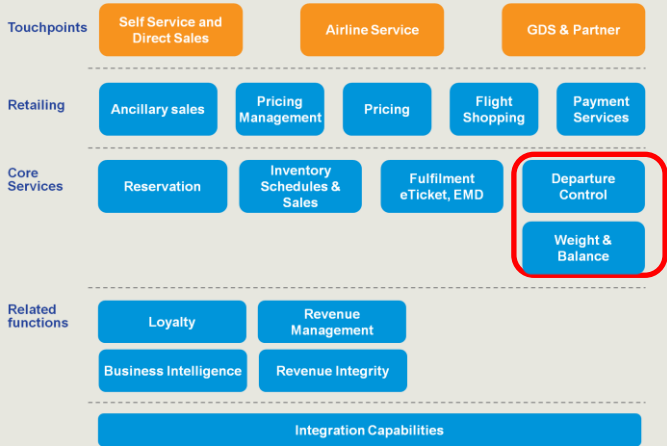
- Reduces agent time in dealing with separate seat maps, so improves customer service
- Facilitates the creation of business rules based on operational needs and requirements.
- Increases traveler satisfaction and improves security, due to more efficient passenger handling for check-in, boarding pass and bag tag printing, as well as boarding control
- Guarantees flexibility through multi-access communication with a variety of reservations systems, and also facilitates the expansion of ground handling services
- Lowers fuel costs by utilizing optimal flight loads, graphical display of center of gravity tables and flight alerts
- Reduces agent training time and increases agent productivity.

**162 million**  
passengers  
checked in using  
SITA Departure  
Control Services  
(2013)



Create success. Together

## HOW DOES IT WORK?



- DCS is a component of the Horizon Passenger Services System (PSS) illustrated above.
- DCS provides a shared resource for multiple application hosts based in a central location and connected to airline terminal screens, PC workstations, boarding pass and bag tag printers, passport readers as well as ATB, barcode and multi-purpose printers worldwide.

## SOLUTION COMPONENTS

A key feature of our DCS is the self-manage approach. It offers easy integration to IATA-standard peripherals and is automated so as to avoid manual entry errors or dispatch delays.

Automatic flight initialization can be used up to 72 hours in advance, and is controlled through a real-time interface to SITA Reservations by utilizing the Customer Journey Record or any other reservations system via a Passenger Name List (PNL).

DCS comes with built-in message addressing, group handling and numeric check-in capabilities. Boarding controls also allow for checked-in passengers to be monitored via technologies such as gate readers using magnetic stripes and 2D barcodes.

Weight and balance functionality follows IATA-recommended practices that govern acceptance of operational data by load control systems, and it also provides automated load distribution for any aircraft type.

## CASE STUDY

### Problem

“My airline is looking for new and innovative ways to expedite passenger flow – from the moment they check in until long after a flight has landed. We are under pressure to meet on-time departure demands and provide a secure check-in and boarding process while simultaneously reducing ground-handling costs by maximizing efficiency.”

### Solution

DCS provides a proven check-in, boarding, and weight and balance system. It supports online, interline and electronic ticketing check-in.

Developed for airlines and ground handlers, the system links to any reservations system, in full GUI format, and is highly flexible and functionally rich. The system can be deployed in a quickly and boosts agent productivity.

For more information please contact us at [info@sita.aero](mailto:info@sita.aero)