



Keep baggage systems running with secure global messaging

SITA Bag Message offers airlines and airports a fully managed and secure global solution for baggage messaging. It operates as a standard interface between airline departure control systems (DCS) and airline and airport baggage systems. The interface simplifies the distribution of baggage information messages (BIMs) to many baggage systems and DCSs worldwide.

BACKGROUND

Type B costs – airlines want to reduce the costs of messaging and physical connections

Connectivity costs – providing point-to-point connectivity from airline hosts to each baggage system at an airport or terminal is expensive

Administration overhead – airports need to decrease management of connections and message issues

Local management – airports need to reduce their footprint and costs for data centers

Message services – airlines need messages delivered in sub-second response times from baggage check-in

Need a solution for bags that have not been sent to transfer – airlines and airports need to be able to process bags without tags

SOLUTION

- SITA Bag Message offers a hub-and-spoke solution, so airlines can send messages over one resilient, redundant connection
- Accommodates connecting over MQ or TCP/IP on IPVPN legacy protocols
- Can provide full usage reporting to the airport
- Fully managed, centralized baggage operations center
- All IATA Recommended Practice 1745 messages supported
- Fast connectivity to new airlines and airport customers
- Provides access to rush baggage source messages in WorldTracer®
- CUTE provider independent
- SITA Bag Connect module generates missing tags on demand so mishandled bags can be delivered to the right baggage sorting system

BENEFITS

- SITA Bag Message offers the potential to remove legacy Type B costs
- Eliminates the cost of implementing multiple airline interfaces to connect to airport baggage system vendors
- Lowers costs of adding baggage systems that require BSMS
- Airports using reports can recharge airlines on a proportional basis
- No onsite administration and management costs for multiple airlines at an airport
- Reduces mishandling of rush bags when configured with WorldTracer®
- SITA Bag Connect can reduce the rate of mishandled bags, particularly at airports with large volumes of transfer passengers and bags

RESULTS

3.36 billion
IATA baggage messages
handled each year

99.99%
availability

400+ airports and
560+ airlines



How does it work?

SOLUTION COMPONENTS

1. Fully managed support

Around-the-clock managed support by baggage messaging experts with direct access to airline host control centers enabling SITA to proactively manage inbound and outbound connectivity

2. 24/7 monitoring

Support centers monitoring connections for late message reception and connectivity uptimes, so issues can be resolved before bags are on the ground

3. IP and legacy protocols supported

TCP/IP, MQ, Type B are all outbound and inbound connectivity methods, whereas Type A and MATIP are inbound only

4. Delivery over IPVPN

Messages delivered over secured BaggageNet IPVPN networks

5. CUTE independent

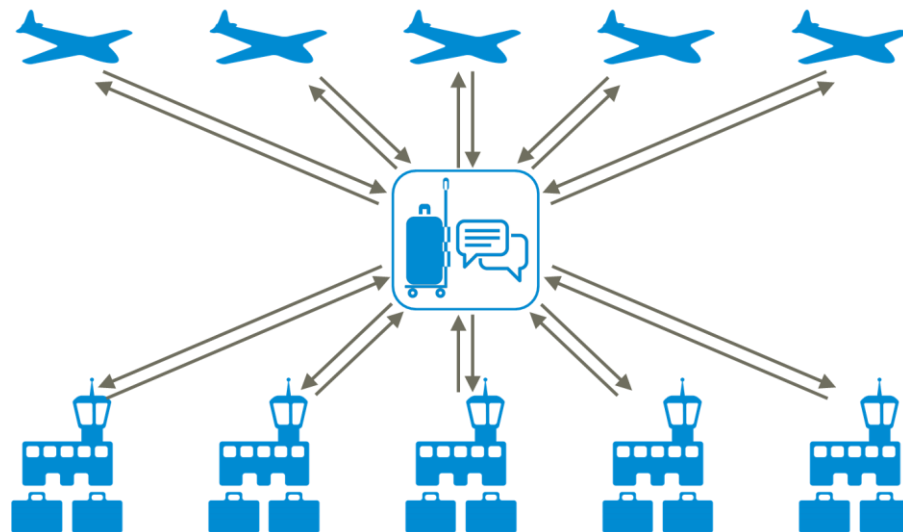
No reliance on CUTE provider for connectivity – everything is handled centrally, so baggage messages are unaffected if airports change provider

6. Baggage statistical reports

Self-service reporting is available for airline usage at airports through our customer portal.

7. Intelligent routing

SITA Bag Message can route messages to specific terminals and baggage systems if flight details change.



CASE STUDY

SITA Bag Message handles the inbound and outbound baggage messages for one of the world's largest international airports. The system has been in use for over 18 years, routing messages to multiple baggage systems at multiple terminals. These baggage systems encompass:

- Baggage handling systems
- Baggage reconciliation systems
- Baggage tracking systems
- Baggage re-flighting systems

Over this period, CUTE suppliers have changed many times at different terminals, but the baggage service has remained consistent. The system in place also enables the baggage processed messages (BPMs) for tracking to be sent back to multiple airlines globally.