SITA Flex as a Service

Enabling the next-generation of common-use, low-touch, and mobile passenger journeys

SITA Flex as a Service is an API based platform that facilitates a seamless transition to mobile processing and offers many new use cases to help airlines innovate and to process passengers differently. SITA Flex as a Service is ideal if you are looking to transform your passengers' journey with mobile solutions or new capabilities while looking to reduce costs and create opportunities to generate revenue.

BACKGROUND

The need to do more with less resources

As passengers increase, airports and airlines are resource restrained whilst they still need to reduce costs.

The need for flexible mobile operations

CUPPS and CUSS restricts the capability of mobile devices.

Improving the customer experience

Airports and airlines need to adapt to higher customer expectations and changing needs and differentiate in a common-use environment to provide the best customer experience.

Fast deployment of applications

Airlines aim to reduce the time to deploy applications and manage their own app changes.

Achieving operational efficiency and scalability

Airports need to ensure scalable capacity and operational solutions to adapt to changing needs.

SOLUTION

SITA Flex as a Service is an API based platform that removes the constraints of traditional CUPPS and CUSS.

It decouples the user interface layer with the hardware and communications layers. This means applications can be written using Restful APIs, and the solution only requires the internet.

It enables airlines to develop Web and mobile applications that gives them more options in how to process passengers and it can empower passengers to do more with their own mobile phones.

Airlines can control and deploy applications remotely without the need to certify their applications. They can release regular and rapid feature updates with greater flexibility.

BENEFITS

- Passengers expect to interact with business via mobile apps and air travel is no exception. Flex as a Service makes this a reality as passengers are given greater capabilities so they can do more with their mobile applications.
- Staff can use mobile devices to reduce queues or improve passenger experience. The Flex APIs offers many new capabilities that means airports and airlines can rethink how they process passengers and reimagine what a passenger touchpoint looks like.
- BYOD, touchpoint transformation and internet connectivity can reduce the cost of airport infrastructure.
- Off-airport and more passenger processing means congestion is reduced in airports whilst offering greater convenience and passenger experience.
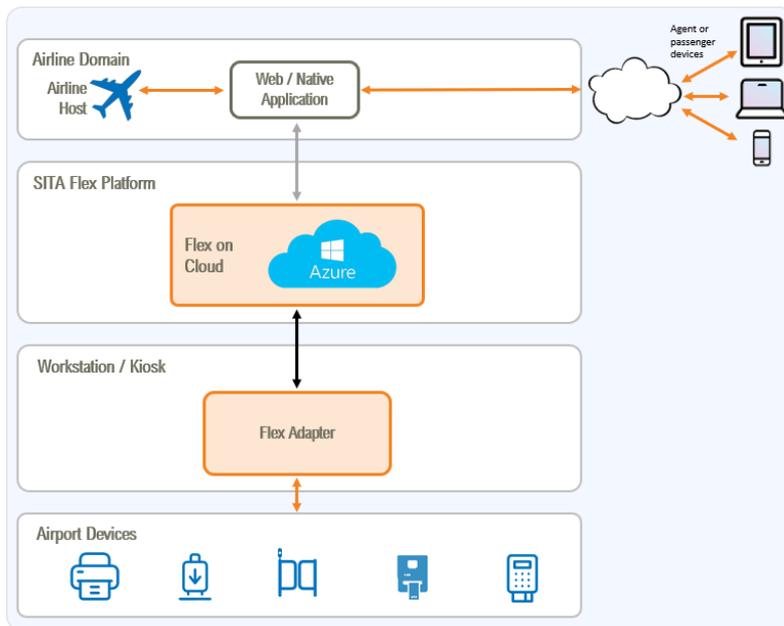- An API architecture means the platform is future proofed and allows users to innovate.

RESULTS

460+

traditional SITA common-use sites are becoming SITA Flex ready....*

As Microsoft demonstrated at a recent hackathon event, an application using the APIs can be produced in just a few hours.

SITA Flex is supported on Win 10 only

SITA Flex as a Service

How does it work?

SOLUTION COMPONENTS

1. Cloud service in an appropriately located Microsoft Azure region for the customer.

2. Open APIs available on the SITA portal https:\\developer.aero.

3. Flex Adapter Service on touchpoints to allow the use of peripherals by the airline applications

4. Flex CUSS App on CUSS kiosks and bag drops to allow the control of these touchpoints by a mobile device.

5. One Config Tool for the touchpoint configuration, creation of the location QR code and user management.

6. Certified workstations and peripherals

7. Centralized support .

8. Development support

9. High availability - up to 99.9%.

CASE STUDY

SITA Flex has been successfully rolled out at **San Francisco International Airport,** where both agents and passengers can use their mobile devices to interact with the desks, gates and kiosks. The next step is for airlines to modify their own applications to enable this capability for their customers and transform their passenger processes.

A ground handling agent in the Middle East has commenced home check-in and baggage collection services. With tablets agents can check-in passengers using the scanners and printers in the back of their vehicle to perform all their required functions. Requiring simply Internet and power, the solution has added to the passenger's convenience, whilst providing a revenue stream to the service provider and reducing airport congestion.

Additionally, this solution leverages Maestro v6 as the tablet application and Flex Integration Services to provide DCS connectivity.