

## SMART PATH GATES USE CASE

# SITA

## EFFORTLESS SELF-BOARDING WITH SITA SMART PATH GATES

A major airport needed a solution to streamline passenger flow, optimize staff deployment and improve the travel experience. All while lowering costs.

### BEFORE SITA SMART PATH GATES:



2

Boarding Agent



1

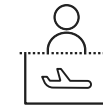
Service Agent



19 minutes  
to board all passengers

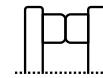
Based on an Airbus A330 (95% full)  
with **240 passengers**.

### AFTER SITA SMART PATH GATES:



1

Boarding Agent



2

SITA Smart Path Gates



9 minutes  
to board all passengers



50%

reduced boarding time

## THE CHALLENGE

Traditional boarding processes are slow, labor-intensive, and heavily reliant on manual checks. This often leads to congestion, long queues, and flight delays.

Meanwhile, airports face growing pressure to enhance efficiency while managing increasing passenger numbers and staffing constraints. Travelers now expect a seamless, self-service journey with minimal interaction and wait times. To stay competitive, airports must adopt faster, automated solutions that optimize resources and improve passenger satisfaction.

## THE SOLUTION

SITA Smart Path Gates provide a fast, secure, and automated self-boarding process. Using sensors, barrier arms, and integrated biometric facial recognition, the gates eliminate the need for passports and boarding passes, allowing passengers to move seamlessly from check-in to boarding.

The system reduces operational complexity by leveraging the existing shared infrastructure via SITA's CUTE terminals and CUSS platform. And, with a pay-as-you-use model and flexible deployment, Smart Path Gates reduce capital expenditure and adapt to each airport's unique needs.

## THE RESULTS

By replacing manual checks with Smart Path Gates, the boarding process for a nearly full Airbus A330 was reduced from 19 minutes to just 9 minutes. This significant time saving minimizes delays, enhances passenger satisfaction, and allows gates to close earlier.

With fewer agents needed for boarding, staff can now focus on assisting travelers, improving operational efficiency and enhancing the customer experience across the airport.

By implementing Smart Path Gates, the airport strengthened its reputation for touchless, innovative travel.