



# **SITA - 2017 AIR TRANSPORT IT SUMMIT**

**GILLES LÉVÊQUE – GROUPE ADP CIO**

# GROUPE ADP DIGITAL TRANSFORMATION

**A customer centric digital transformation plan, leveraging open innovation, managed from the executive committee room to “be a leading Group in airport design, construction and operation”.**



# GROUPE ADP DIGITAL TRANSFORMATION

A COMPREHENSIVE AND GLOBAL PLAN TO BETTER SERVE OUR CUSTOMERS



## Groupe ADP at a glance:

- **23 airports** managed in the world
- **240 millions passengers** welcomed in 2016
- **4.6 billion euros of investments** on 2016-2020
- 3 strategic priorities:



OPTIMISE



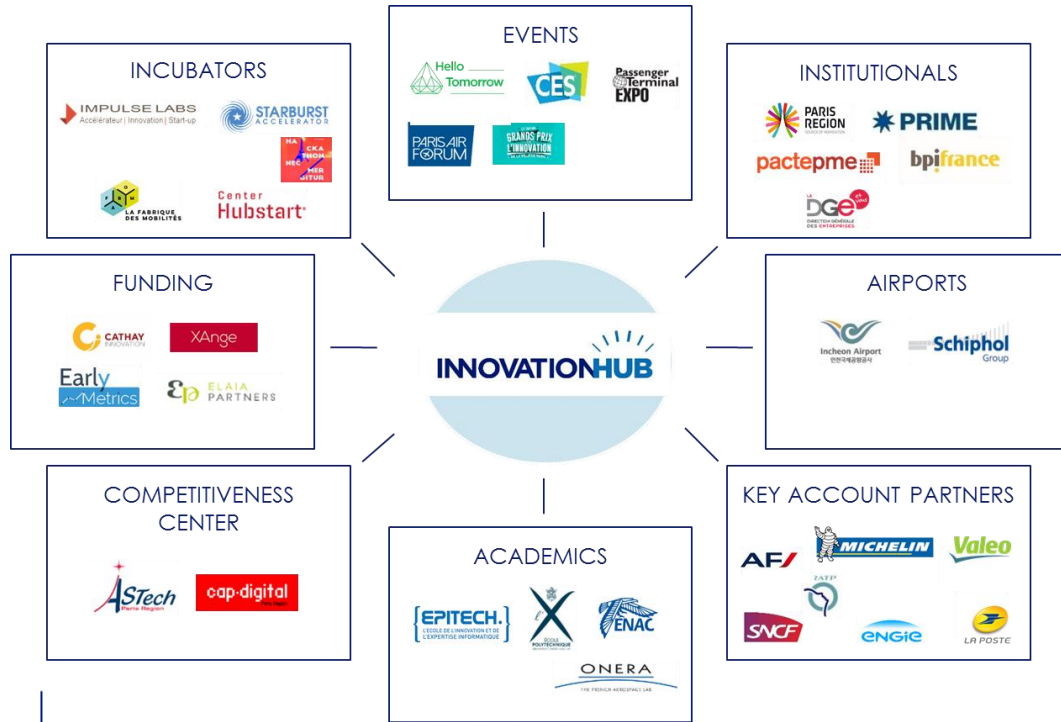
EXPAND



ATTRACT

# GROUPE ADP INNOVATION HUB

A UNIQUE OPEN INNOVATION ECOSYSTEM MANAGEMENT TO IDENTIFY, EXPERIMENT, DEPLOY AND INVEST IN INNOVATIVE TECHNOLOGIES AND SOLUTIONS



**Re-invent the Passenger experience and nourish Group ADP digital transformation**

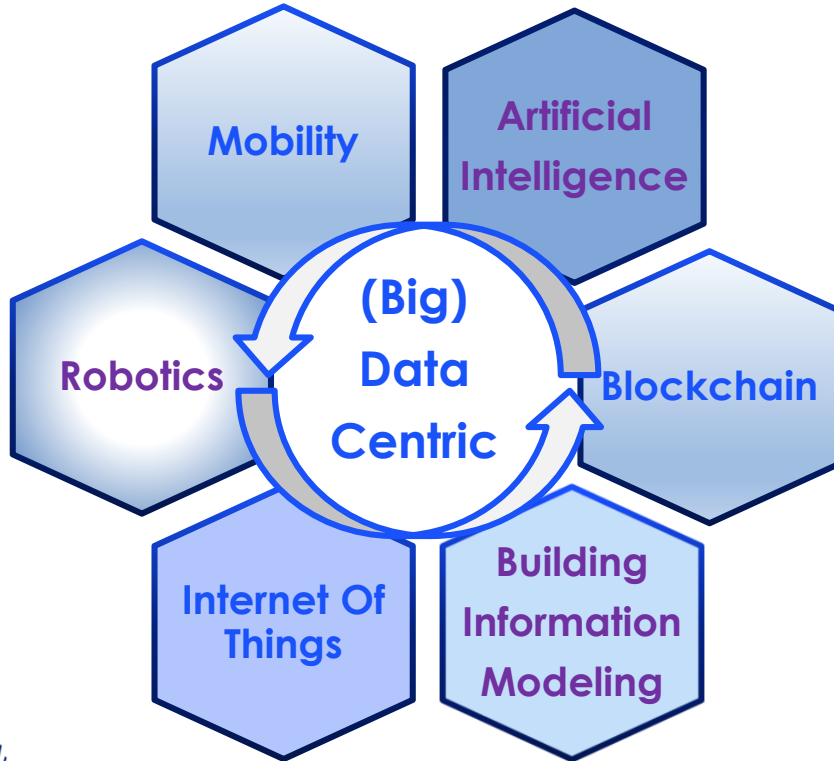
**“Play Your Airport”**

Imagine Tomorrow's airport



# GROUPE ADP DIGITAL TRANSFORMATION

SUSTAINED BY A DATA CENTRIC ARCHITECTURE AND INNOVATIVE TECHNOLOGIES

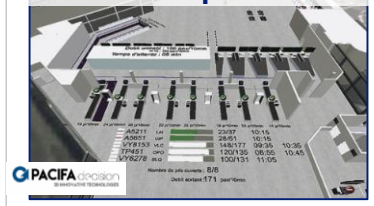


## A few use cases...

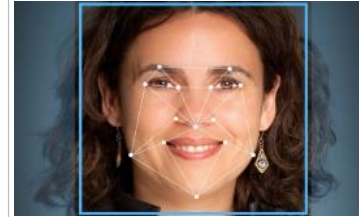


Loyalty & e-commerce apps

3D real time mobile PAX flow operations



Facial recognition



Pax tracking & Geoloc



Aeronautic analytics



Hypervision



# GROUPE ADP DIGITAL TRANSFORMATION

A FEW WORDS OF CONCLUSION



Digital transformation is not about technology acronyms, it is about choices and focus



Customer digital satisfaction = Passengers and Airlines and Operations and Employees and Partners



Technology change acceleration is accelerating and will accelerate ...



Data is business core competency



No digital transformation without Cyber threats resilience





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**END OF PRESENTATION**



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Source: presentation of Gilles Lévêque, Groupe ADP at the 2017 SITA Air Transport IT Summit, Brussels.