THE FUTURE OF COMMON USE – FOR AIRPORTS

Fewer fixed touchpoints and agents, reduced costs, better managed staff and resources – and more time for passengers to shop and relax.

Many airports are struggling to cope with the explosion in passenger numbers over the past year or so, with fewer staff, and limited resources. But airport reputations are quickly damaged, and passengers may choose to fly from other more-distant destinations – a lose-lose for everyone.

As a result, some 93% of airports say they expect overall IT expenditures to grow in 2023, and 75% anticipate that IT and telecoms investment will be greater in 2023 than 2022 [1].

Investments are being focused on cybersecurity, biometrics and cloud services, as well as mobile, bag drops, boarding gates, and baggage notifications at the carousel.

Rapidly evolving common use will soon embrace everything in the airport ecosystem that is touched or used by more than one entity: infrastructure, in other words, in its broadest sense.

Increasingly, common use will be managed by travelers, airport staff and ground handlers, using their own mobile devices, biometric tokens and QR codes to interact with innovative airport hardware.

1 SITA 2022 Air Transport IT Insights

SITA

SITA FLEX IS ALREADY DEPLOYED WITH OVER 50 AIRPORT CUSTOMERS.

A NEW APPROACH TO COMMON USE

That's why we developed SITA Flex, a brand new approach to common use.

SITA Flex is an API-based platform, available globally, which enables passenger and workforce mobility, with apps accessible from anywhere, any time. Scalability and flexibility allow you to respond rapidly to situations as they evolve.

SITA Flex transforms traditional touchpoints, delivering touchless bag tagging, digital boarding passes, stamps at security screening, and more. It's a cost-effective way to deploy industry standard passenger processing at any location on- or off-airport.

Over 460 SITA common use airport sites are SITA Flex-ready, meaning that new airport processes can be deployed easily and affordably, including off-airport and new mobile features. With open APIs, there's no certification, so instead of waiting up to a year to implement changes, new apps can be switched on just as soon as you develop them.

With flexibility to optimize common use equipment, you can respond swiftly to disruption, minimizing impacts on queues, departures and passengers. Opening up new routes or onboarding new airlines is quick, easy and consistent. And everything is fully-backed by our follow-the-sun, 24/7, monitoring and support.

This isn't about digital transformation for its own sake, or simply moving today's processing capabilities to the cloud – this is a fundamentally different vision of the future.

MAJOR BENEFITS FOR AIRPORTS

By leveraging SITA's open, non-proprietary APIs, the cloud, and the Internet of Things, you can meet the challenge of increasing passenger numbers within your existing airport footprint.

With next-generation common use, powered by SITA, you can make the old world better – and new worlds possible. For every airport process, every passenger, every time.

REDUCE COSTS

Drive down the cost of doing business, optimize your human resources and maximize self-service opportunities for passengers. Reduce congestion and the number of touchpoints in the terminal.

MANAGE STAFF AND RESOURCE SHORTAGES

With self-service throughout the airport ecosystem, agents can be truly mobile and don't need to be tethered to desks. By enabling remote agent services you can put your staff where you need them most, on- or off-airport.

DELIVER A RICHER PASSENGER EXPERIENCE

Deliver a fully-mobile touchless passenger experience, with on- and off-airport passenger engagement and processing. Passengers can use apps they're familiar with, in their own language, on a device they know and trust.

IMPROVE OPERATIONS

Quickly manage and operationalize new airlines, better manage existing ones, and monitor KPIs.

ENABLE PASSENGERS' DEVICES

Decouple the dependence between apps and equipment, enhancing choice through a variety of Bring Your Own Devices (BYOD).

SMOOTH PASSENGER FLOWS

Help airlines launch remote or agent roaming check-in services within minutes, to accommodate seasonal flux or irregular operations.

CHANGE INFRASTRUCTURE EASILY

Have the flexibility to change infrastructure while minimizing the impact on airline applications. Firmware dependencies are removed. Hardware certification requirements disappear altogether.

FUTURE-PROOF YOUR AIRPORT

Our next-generation architecture ensures passenger processing is agile and future-ready. Deploy whatever touchpoints you need, wherever you need them – even off-airport.

MIGRATE SEAMLESSLY

Existing applications continue to be supported as you migrate seamlessly to our new solutions.

IMPROVE SUSTAINABILITY

Reduce your physical and carbon footprints – with reduced onsite infrastructure, lower emissions in the cloud, and new, low-energy use devices.

SITA

SITA AT A GLANCE

Easy and safe travel every step of the way.

- Through information and communications technology, we help to make the end-to-end journey easier and safer for passengers – from pre-travel, check-in and baggage processing, to boarding, border control and inflight connectivity.

- We work with over 400 air transport industry members and 2,500 customers in over 200 countries and territories. Almost every airline and airport in the world does business with SITA, and nearly every passenger trip relies on SITA technology.

- Our customers include airlines, airports, ground handlers, aircraft, air navigation service providers, and governments.

- Our solutions drive operational efficiencies at more than 1,000 airports, while delivering the promise of the connected aircraft to customers of 17,000 aircraft globally.

- We help more than 70 governments to strike the balance between secure borders and seamless travel.

- Created and owned 100% by air transport, SITA is the community's dedicated partner for IT and communications, uniquely able to respond to community needs and issues.

- We innovate and develop collaboratively with our air transport customers, industry bodies and partners. Our portfolio and strategic direction are driven by the community, through the SITA Board and Council, comprising air transport industry members the world over.

- We provide services over the world's most extensive communications network. It's the vital asset that keeps the global air transport industry connected in every corner of the globe and bridging 60% of the air transport community's data exchange.

- With a customer service team of over 1,700 people around the world, we invest significantly in achieving best-in-class customer service, providing 24/7 integrated local and global support for our services.

- Our annual Air Transport and Passenger IT Insights reports for airlines, airports and passengers are industry-renowned, as is our Baggage IT Insights report.

- We are a certified CarbonNeutral® company, reducing greenhouse gas emissions for all our operations through our UN recognized Planet+ program. In 2022, we committed to setting science-based emission reduction targets aligned to the Science Based Target initiative Net-Zero Standard.

- We also develop solutions to help the aviation industry meet its carbon reduction objectives, including reduced fuel burn and greater operational efficiencies.

For further information, please visit **www.sita.aero**

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