SITA Bag Manager Lite

Reduces baggage mishandling with end-to-end tracking and reconciliation

SITA Bag Manager Lite is a cost-effective, basic online baggage reconciliation system (BRS). It is part of SITA's integrated Baggage Management portfolio that helps airlines, airports and ground handlers reconcile, track, and manage bags throughout the airport. SITA Bag Manager Lite provides information on baggage status to help resolve baggage issues and comply with IATA Resolution 753 requirements.

With its cloud-based technology, customers can connect to SITA Bag Manager Lite with a web-enabled device and access it anywhere and anytime via the Internet – there is no need for dedicated equipment or connections.

BACKGROUND

Costs of mishandled bags

Every mishandled bag costs about US $100 to return it to its owner. Even if an airline has a 1% mishandled bag rate, costs quickly add up.

Flight delays due to offloading bags

When a checked-in passenger fails to board the aircraft, their bags must be offloaded for security reasons. This process involves searching through a large number of bags.

Baggage staff do not have up-to-date information about flights and bags

SOLUTION

- SITA Bag Manager Lite tracks every bag that is loaded onto a plane, a ULD or a cart. It scans and evaluates the characteristics of each bag against the flight parameters to ensure bags are loaded onto the correct plane.

- If a bag needs to be offloaded, it can be easily located and removed to minimize or avoid delays. By scanning every bag, SITA Bag Manager Lite can quickly tell you where each bag currently is – plane, ULD or cart.

- Staff are provided with mobile wireless devices handheld devices (HHTs) to access real-time information about all flights and bags at the airport

BENEFITS

- Checking that bags are loaded correctly reduces the number that go astray. This lowers the airline's costs for mishandled bags.

- Flight delays are minimized as every bag on the aircraft can be located. Fewer flight delays saves direct gate parking costs and improves customer satisfaction.

- The automation of baggage management provides a powerful solution for delivering optimal efficiency, as well as saving time and money.

- As a simple and fast online solution with cloud-based technology, you can connect to Bag Manager Lite with a web-enabled device and access anywhere via the Internet, so there is no need for dedicated equipment or connections.
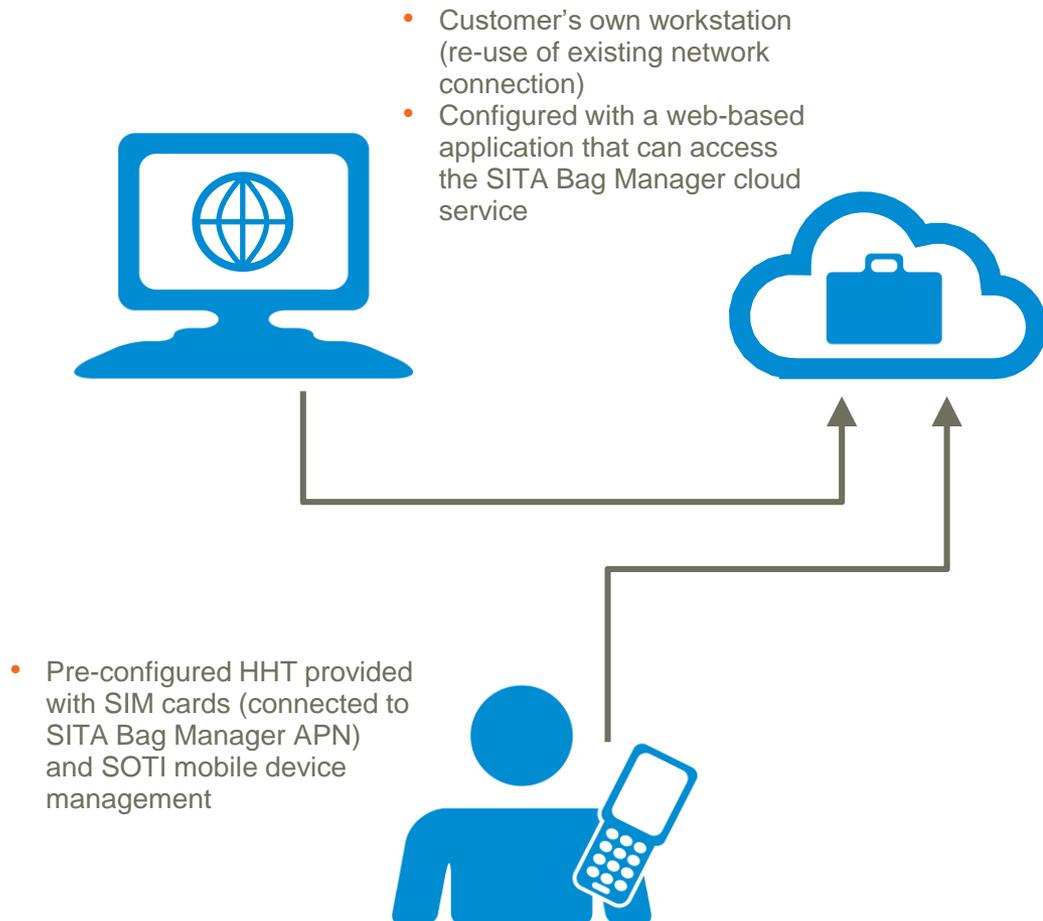
RESULTS

20%

reduction in the number of mishandled bags after SITA Bag Manager was introduced in a major European airport

85 +

customers

at

200+ airports

reap the benefits of SITA Bag Manager

SITA Bag Manager Lite

How does it work?

- Customer's own workstation (re-use of existing network connection)
- Configured with a web-based application that can access the SITA Bag Manager cloud service

- Pre-configured HHT provided with SIM cards (connected to SITA Bag Manager APN) and SOTI mobile device management

SOLUTION COMPONENTS

1. Fully managed support: SITA Bag Manager Lite is available globally and is supported by baggage experts

2. 24/7/365 management and monitoring: Monitored in SITA's Baggage Centre of Excellence

3. An intuitive user interface: A graphical user interface, available in many different languages, makes extensive use of layout, colour and sound to provide an intuitive experience

4. Mobile solution: Mobile wireless devices provide baggage staff with accurate, real-time information about all flights and associated bags

5. High-availability servers: With an availability of more than 99.95%, customers can be assured that SITA Bag Manager Lite will be continuously up and running.

6. No need for technical infrastructure at the site: Reduces costs associated with connectivity, training, hardware, licensing, and maintenance