ENABLING THE LOW-TOUCH AIRPORT

SITA Future Airport



POSITIONING PAPER

SITA

CONTENTS

The future is low-touch and mobile – easier, safer and more efficient for everyone **3**

SITA Flex – the next generation of mobile-enabled common-use technology **4**

Mobile self-service – satisfying, efficient and safe 4

Cloud-based and scalable 4

Enabling seamless evolution, at your pace 4

SITASmart Path with Biometric-enablement – hassle free, contactless passenger flow **5**

Mobile and biometrics working in harmony 5

Next generation touchpoints and procedures **6**

Necessity is the mother of invention **7**

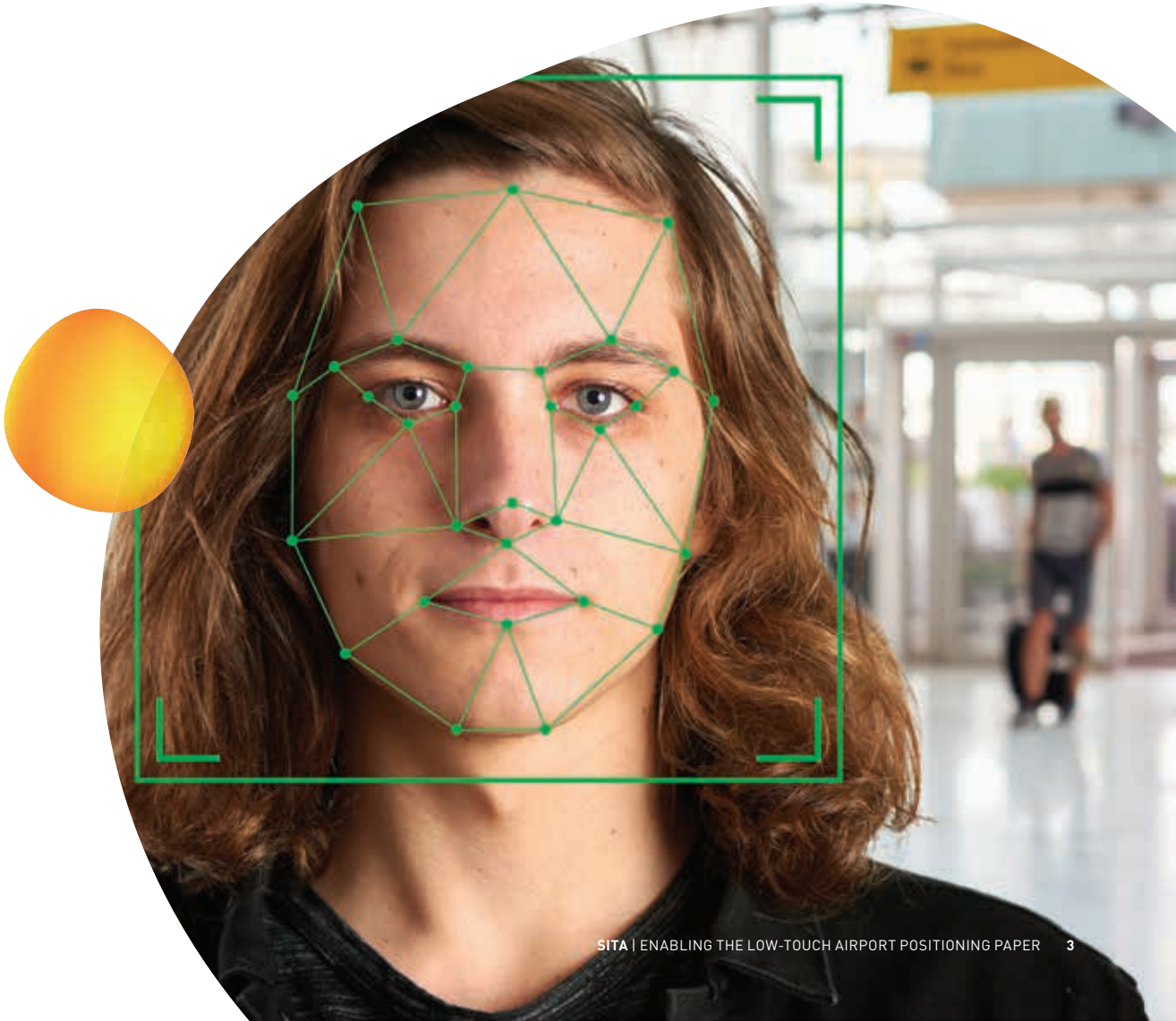
THE FUTURE IS LOW-TOUCH AND MOBILE – EASIER, SAFER AND MORE EFFICIENT FOR EVERYONE

Our world and our industry are currently facing exceptional challenges. The most urgent of these is undoubtedly the current global health crisis, but this comes alongside our industry's continuing challenge – to manage the development of air travel efficiently, safely and sustainably, as we become an ever more globally integrated society.

The significant technology-led trends shaping the future of air travel already offer new ways to address the demands of the current COVID-19 crisis and others that may follow, including the pressing need to manage the health impacts of global travel. It is at the airport that we see this having a notable effect, and SITA is at the forefront of powering a revolution in at-airport passenger and workforce solutions.

SITA believes the future is mobile, that as much as possible can and should be driven by personal and smart devices. SITA has designed its next generation of integrated common-use and digital identity platforms to make this possible across the passenger journey. Mobility puts both passengers and workforce back in control and minimizes the need for infrastructure with its associated costs and contact health risks.

With SITA Flex, SITA Smart Path biometrics and next generation touchpoints throughout the passenger's journey, SITA is enabling a low-touch airport experience for greater efficiency and improved passenger satisfaction - with the welcome benefit of enhanced safety for passengers and workforce alike.



SITA FLEX – THE NEXT GENERATION OF MOBILE-ENABLED COMMON-USE TECHNOLOGY

SITA Flex transforms the passenger experience by utilizing mobility and streamlining system management. In addition to SITA Smart Path biometric-enablement, SITA Flex adds the ability for both passengers and workforce to interact with all airport touchpoints via their own mobile devices. It maintains full legacy compatibility while also supporting the staged rollout of cloud-based mobile services that can still take advantage of existing shared physical devices.

MOBILE SELF-SERVICE – SATISFYING, EFFICIENT AND SAFE

Passengers and staff alike want services tailored to them, on devices that suit their needs. Studies have shown that going mobile not only puts us back in control, but that it also increases passenger satisfaction and likelihood of more spend in airport retail. And when health is at risk, using a personal device is inherently safer than sharing – making travel easier for us all.

With SITA Flex, passengers can use their own mobile device to print bag tags or drop a bag without needing to touch the physical kiosk or bag drop. With SITA Flex, for example, a passenger can interact with a self-bag drop via a personalized app on their own mobile phone, improving passenger service while reducing the need for physical contact to the minimum. Similarly, mobile enabled staff can work wherever and however their need demands, while still taking advantage of shared devices - increasing agility for normal and disrupted at-airport operations.

As well as enabling your own self-service applications, SITA is bringing an ever-wider range of dedicated mobile solutions to market across all stages of the passenger journey. A recent example is WorldTracer® Self Service – which allows passengers to report and monitor the recovery of mishandled bags for themselves on an airline branded mobile app. Instead of wasting time queueing in often cramped offices at the airport, passengers can self-report and track resolution of the lost bag, quickly and easily on their phone. Not only does this greatly improve the passenger experience, it also reduces handling costs while keeping passengers and staff safe from having to spend time in high-risk crowded environments.

By easing the transition to mobile, SITA Flex and SITA's dedicated mobile solutions are transforming tomorrow's passenger and workforce experience, today.

CLOUD-BASED AND SCALABLE

To cope with change, you need systems that can adapt to your needs, quickly and on-demand. Cloud-based solutions offer scalable capacity, reduce complexity and are easily deployed. SITA Flex offers all these advantages. Also, SITA Flex is hardware agnostic and its open, non-proprietary applications no longer need common-use certification, further simplifying rollout and reducing costs.

ENABLING SEAMLESS EVOLUTION, AT YOUR PACE

The future is mobile – both airports and airlines typically have major investments in existing common-use solutions, and airlines have an extensive route network to support. Airlines can move faster, at less cost, if applications are swapped out in stages to suit needs and opportunity.

Airports can leverage their existing infrastructure, adding SITA Flex capability to existing SITA common-use, deployed today at 460+ airports. SITA Flex allows cloud and on-premise hybrid operation, for legacy and new applications.

With the industry standard common-use capabilities of SITA Flex, airlines can focus development on high value next generation mobile applications while continuing to rely on proven common-use solutions until they also can be refreshed.

Furthermore, there is no need to wait for common-use alternatives to be implemented in every airport served, as it is likely that SITA Flex will soon be available wherever you need it. SITA Flex therefore simplifies the challenge of going 'fully mobile' across the entire route network, for both passenger and workforce applications. This flexibility, combined with support for shared peripherals, provides an agile platform for innovating future at-airport services.

SITA SMART PATH WITH BIOMETRIC-ENABLEMENT – HASSLE FREE, CONTACTLESS PASSENGER FLOW

The other key element in making the passenger experience frictionless and low-touch is the use of biometrics at every relevant touchpoint. SITA's self-service passenger processing solutions are based on the SITA Flex-ready SITA Smart Path biometric platform. Smart Path addresses all at airport touchpoints to make the passenger journey a near walk-through, faster and safer low-touch experience.

MOBILE AND BIOMETRICS WORKING IN HARMONY

With Smart Path passengers can verify their identity at their leisure in advance of travel via their mobile phone. This means they can arrive at the airport pre-checked, going straight to a self-bag drop location or directly through security – a faster and hassle-free approach with minimal contact along the way.

With their identity registered, passengers can use biometric-enabled gates to pass quickly through the airport and onto the aircraft, with no need to handle documents, touch shared devices or interact closely with staff. Facial recognition at boarding gates enables faster, contactless boarding, as well as automated notification to destination governments that the passenger has boarded. As biometric solutions improve, remote 'on the move' iris scanning may be used as an alternate to facial recognition, enabling Smart Path to operate seamlessly, even when passengers are wearing face masks for safety reasons.

Passengers arriving at the airport without having pre-registered over mobile can still enroll in seconds using a biometric enabled kiosk or self-bag drop unit, so they can then use the same frictionless and contactless path to the aircraft.

Not only does Smart Path provide a better and safer passenger experience, it also enables more efficient use of airport real estate and social distancing of passengers. As well as making passengers happier, biometric gates are significantly faster in operation than traditional manual processes, helping reduce queues and avoiding congestion. At security, Smart Path ensures that the data necessary for passenger checks is readily available, further speeding up the process and reducing passenger stress.

When deployed at all touchpoints, Smart Path enables a completely mobile-enabled, frictionless and low-contact airport experience for the passenger.

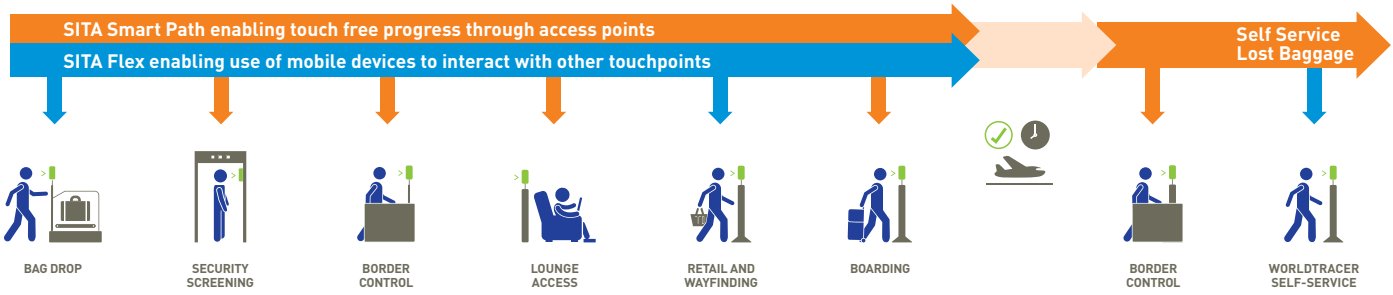


Figure 1. The low-touch passenger journey

NEXT GENERATION TOUCHPOINTS AND PROCEDURES

Even with as many processes as possible moved to mobile, there will still be a place for self-service infrastructure at the airport for some years to come. Fully configurable and biometric capable, SITA's next generation kiosks, gates and self-bag drops address all touchpoints at the airport from first arrival to self-boarding. The most recent release in the SITA family is a small footprint self-bag drop add-on to existing check-in desks, minimizing the need for staff/passenger interaction while also reducing operating costs.

With hygiene and germ containment understandably high on the agenda, this is also inherent in our latest touchpoint designs. Uniquely manufactured using Greengard certified DuPont Corian®, a high-performance material favoured for healthcare applications, SITA's next generation kiosks are low footprint, stylish, durable, repairable and easier to keep clean. Corian® is non-porous, hygienic and resistant to bacteria.



Figure 2. SITA's new next generation touchpoints

NECESSITY IS THE MOTHER OF INVENTION

Our industry is hard-pressed right now, but it has a proven track record of rising to challenges by innovating in how it operates and serves its customers, and by making the most of the latest technologies.

SITA's airport touchpoints are designed to be field-upgraded as new capabilities are required or developed – with additional peripherals and add-on 'sidecar' modules. In the current context this may include temperature sensors, virus resistant touchscreens and other similar safety enhancements.

To make effective use of such technologies, it is also critical to implement operational procedures to handle their impact in-use – for example to design robust coping systems when significant numbers of passengers may be rejected at gates and kiosks due to having an above-average body temperature.

SITA's long experience in consulting on kiosk deployment and border control processes can play a role here in ensuring that you can not only detect a problem automatically, but also cope efficiently with the consequences for the passenger and your operation, at scale.

SITA Flex, SITA Smart Path, our next generation touchpoints and our Border Management solutions are tangible examples of SITA's role – to deliver ever-improving technology solutions. Not only to help ride through our current crisis, but on an ongoing basis to enable a better future for our industry, ourselves and the world we all live in.



SITA AT A GLANCE

Easy air travel every step of the way.

- Through information and communications technology, we help to make the end-to-end journey easier for passengers – from pre-travel, check-in and baggage processing, to boarding, border control and inflight connectivity.
- We work with about 400 air transport industry members and 2,800 customers in over 200 countries and territories. Almost every airline and airport in the world does business with SITA.
- Our customers include airlines, airports, GDSs and governments.
- Created and owned 100% by the industry, 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.
- With a customer service team of over 2,000 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.
- In 2019, we had consolidated revenues of US$ 1.8 billion.

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