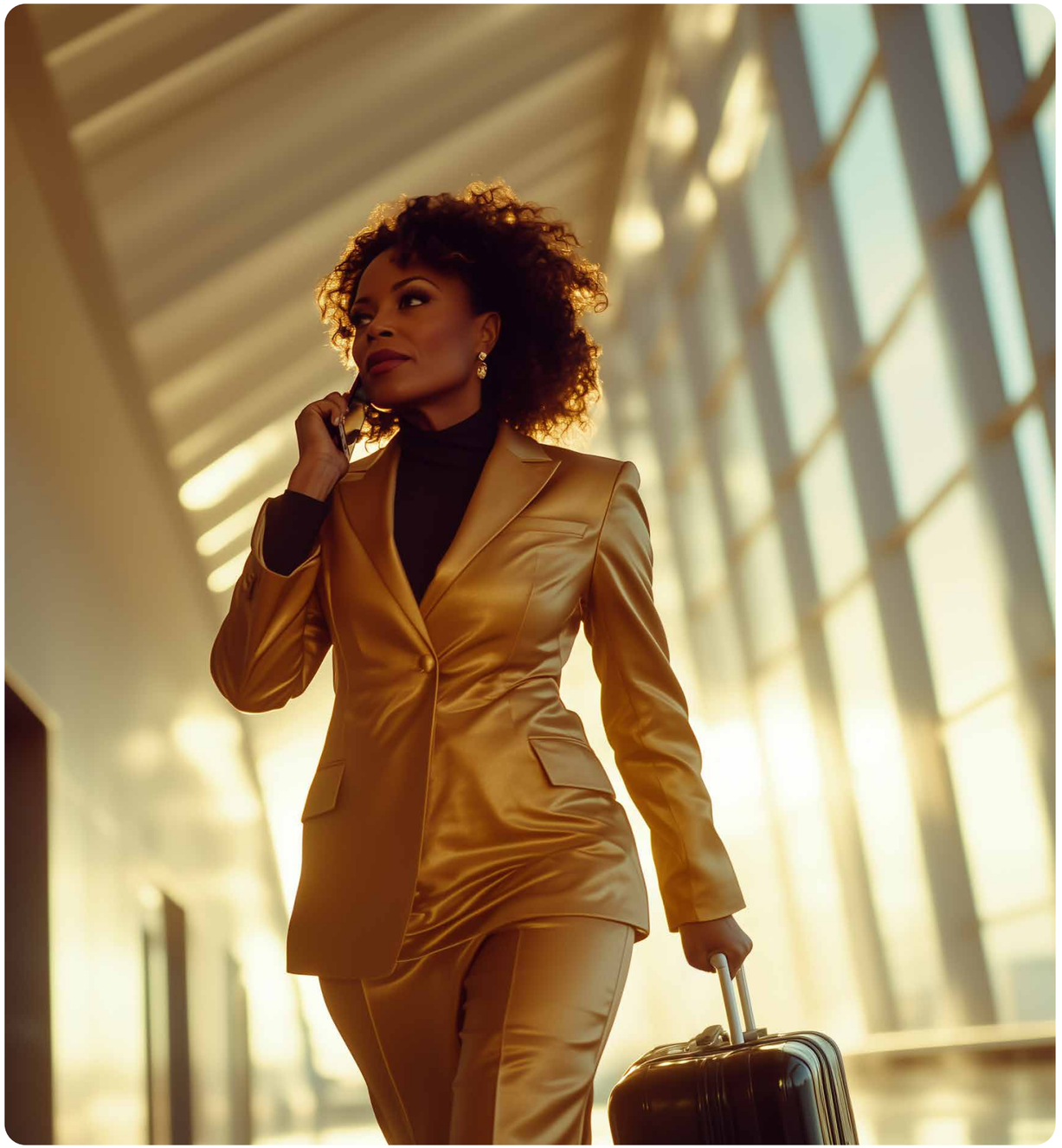
SITA

INNOVATION FOR A BUSY WORLD

SITA Self Bag Drop





GOOD THINGS COME TO THOSE WHO

DŌN'T WAIT

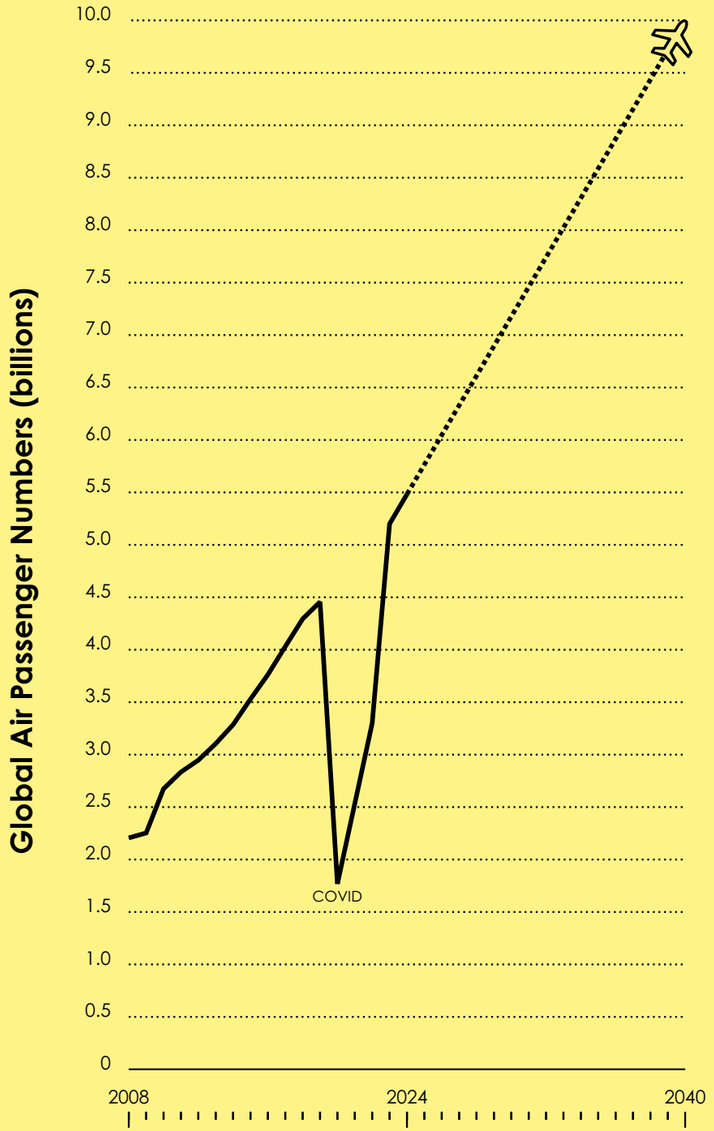


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A QUICK LOOK INTO THE FUTURE OF AIRPORTS



By 2040, passenger numbers will hit 10 billion.

With maybe four times as many bags as the industry handled back in 2007. Crazy, huh?

So your airport, every airport, faces growing pressure from increasing passenger volumes. But can you expand physically to manage capacity? That's why the industry needs to innovate now – adopting smart technology, improving processes, and empowering people.

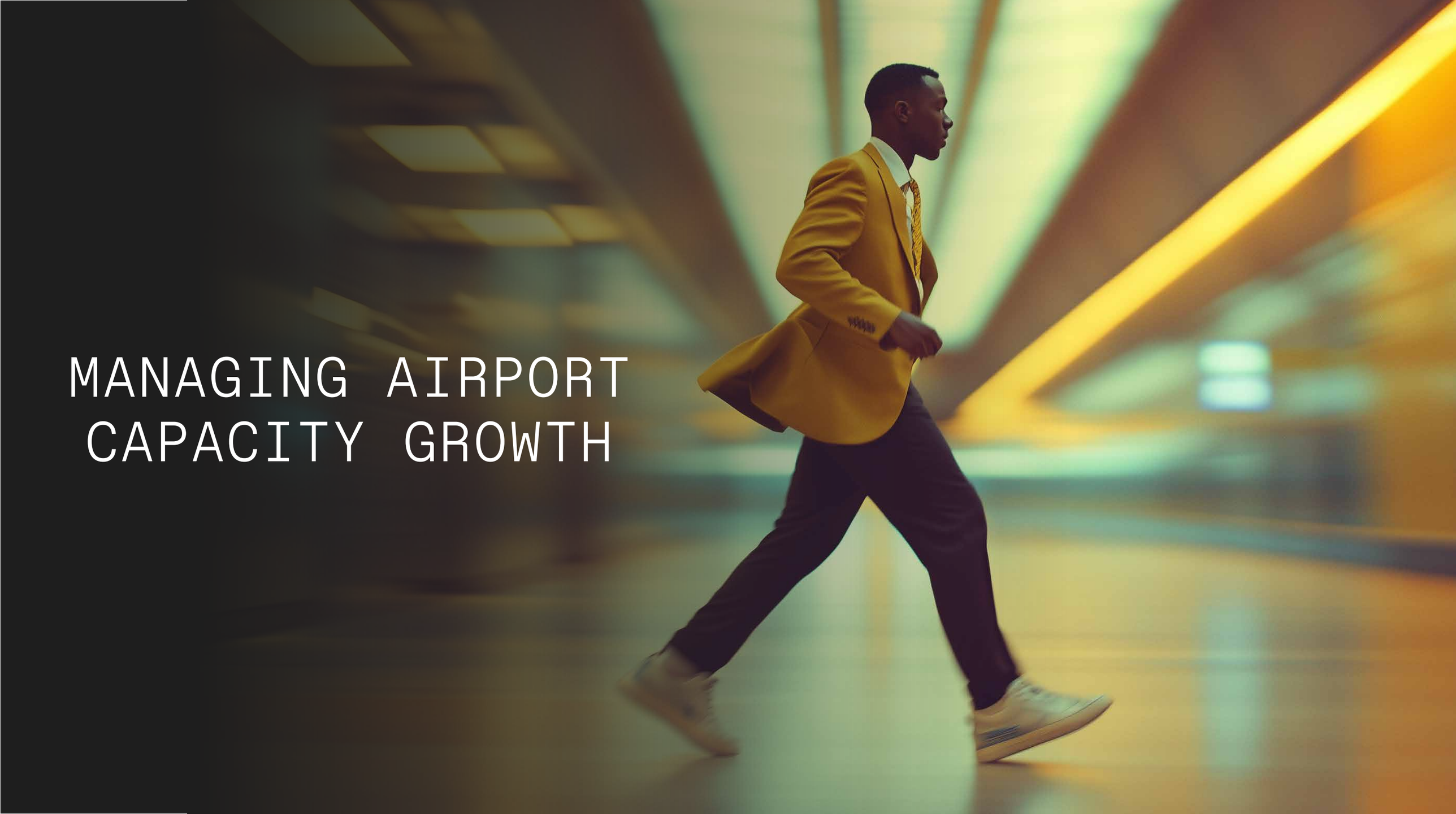
If you can't invest in major infrastructure then self-service tech, automation, biometrics, and off-airport solutions are key strategies to help you handle growth.

Want the 'know-how' to meet rising demand efficiently and enhance passenger experience? Read on to discover how your airports can get ready for the future.

In 2024, SITA acquired IPS – a brilliant innovator in passenger handling. The aim is to create the world's most powerful passenger portfolio for airports and digital travel to help cope with rapidly growing demand for air travel.



MANAGING AIRPORT CAPACITY GROWTH

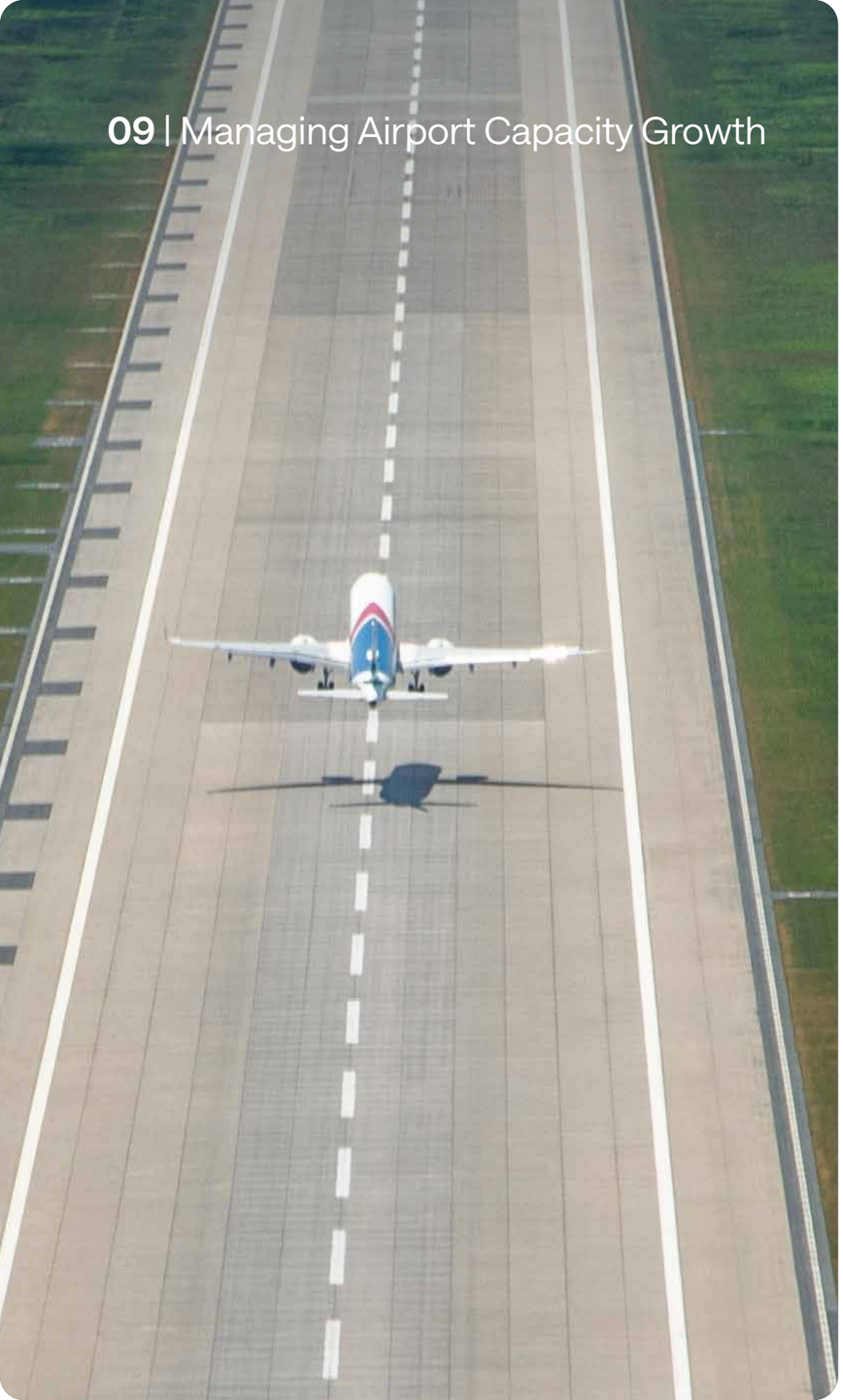




The Challenge: Rising Numbers, Limited Space

Global air travel is on the rise – doubling by 2040. How will airport capacity keep pace? Due to urban limits, financial costs and environmental concerns, expanding physical space is rarely an option.

Airports need to find new ways to handle more passengers with the same infrastructure. Improving passenger flow, using smart technology, and optimizing existing resources are essential to meet this challenge.



Technology's Role

Tech innovations like self-service kiosks, mobile apps, and biometric systems can streamline your airport operations.

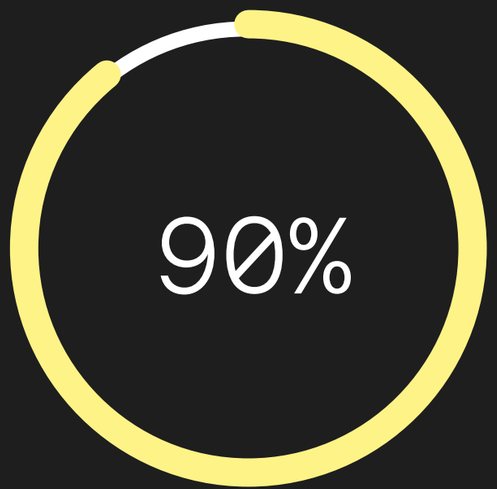
It's obvious that self-service check-ins and automated bag drops will help. They speed up processes and cut congestion while reducing your reliance on staffing.

But the industry needs to adopt biometrics too. Facial recognition tools enable faster security checks, improving both efficiency and accuracy.

Biometrics make it easier to serve more passengers smoothly without needing extra space.

In India, SITA is working in collaboration with the Airports Authority of India (AAI) to cloud-enable **44 airports** across the country. This is the largest airport cloud-enabled platform in the world, **and more than 3,500 self-service touchpoints will be enabled.**

Reduce baggage process costs by up to:



with Self Bag Drop

Self-Service Innovation

Self-service solutions cut down wait times and improve flow.

Singapore's Changi Airport and Kuala Lumpur Airport have successfully deployed automated bag drops, **slashing check-in times by up to 40%.** Automation not only boosts efficiency but also enhances passenger satisfaction by making travel less stressful.

SITA's latest Self Bag Drop system sets the gold standard for the industry.

Tailored to your airport's specific needs, our systems include effective technologies such as RFID and biometrics to ensure compliance with the latest industry standards (such as IATA Resolution 753).

We believe that Self bag Drop can cut baggage **process costs by up to 90% and save 50% space.**



Off-Airport Processing

Wouldn't life be easier if travelers could simply check-in at hotels, train stations or even on airport buses? By offering off-airport services, you'd relieve congestion at your terminals.

Airports such as Hong Kong International have used these methods to improve flow and reduce pressure at the terminal. Passengers benefit from flexibility, and airports can better manage peak loads.

SITA's FlexBox solution has such a small footprint, you can place it in almost any location – both on or off airport.

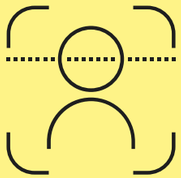
FlexBox is simple to deploy, giving you a simple, connected way to check-in baggage from hotels, malls or even on airport buses – **saving passengers time, smoothing their journey and reducing the impact on the airport.**



KEY TRENDS FOR AIRPORT STRATEGISTS



Biometrics and Security



Biometric technology is revolutionizing airport security. Airports such as Atlanta's Hartsfield-Jackson use facial recognition for boarding**, reducing processing time by 80%**. Though privacy may be a concern for some people, robust protocols ensure that biometrics can effectively balance speed with security.

Optimizing Processes



Lean and agile approaches help airports adjust staffing and resource allocation in real time. Heathrow, for example, uses data analytics to reduce waiting times and operational costs. Process optimization helps airports handle more passengers without sacrificing service quality.

Empowering Staff



Technology alone isn't enough. Staff training and effective change management are crucial for success. Well-trained personnel can guide passengers, manage exceptions, and help maintain a positive experience.

Empowering staff ensures smooth operations and helps passengers adapt to new systems.

Encouraging Technology Adoption



For airports to run efficiently, passengers need to embrace digital tools like mobile check-ins and biometric boarding. Airports can promote this through education, clear instructions, and incentives.

When these technologies are user-friendly and accessible, more travelers are happy to adopt them, leading to smoother operations overall.

Balancing Growth with Sustainability



Airports must also consider cybersecurity, sustainability, and regulatory compliance. Technology brings risks, especially regarding data privacy, so strong safeguards are essential.

Sustainable growth involves balancing capacity increases with environmental responsibility.



CONCLUSION

To meet growing demand, airports need to integrate technology, optimize processes, and empower people.

The key to future success is a balanced approach that keeps passengers moving smoothly while maintaining high service standards.

With 75 years experience in supporting the industry, we know what matters to airports. Our innovation is designed to work in your world.

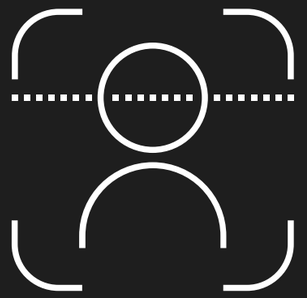


The average passenger checks 1.2 bags. By 2040, that could mean 12 billion bags: 4x as many as 2007.

Airports can manage rising passenger numbers by effectively focusing on smart digital solutions:



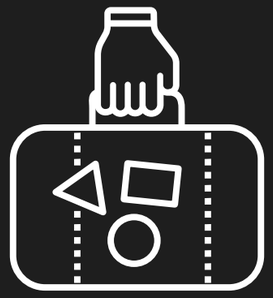
Self-bag drop



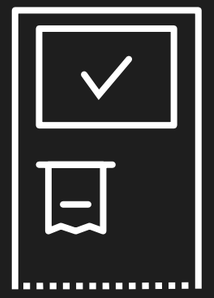
Biometrics



Staff training



Off- airport check-Ins



Process efficiency

WE'RE HERE TO ANSWER YOUR QUESTIONS

So come and talk to us. Let's help you use **SITA x Self Bag Drop**, the technology that will significantly improve your airport's operations. Email **info@sita.aero.**

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If you'd like to know more about our comprehensive range of solutions – or find out more about specific use cases in some of the world's leading airports – **subscribe to our Industry Insights newsletter.** Scan the QR code or visit **sita.aero/pressroom/subscribe/**

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