

SITA BAGDROP

A GREAT START
TO EVERY JOURNEY



SITA

EVERY SECOND COUNTS AT CHECK-IN

Checking in baggage can be stressful for passengers. A bad first impression can set the tone for the whole airport experience. Among the reasons why airlines and airports are focusing on bag drop technologies are to shorten queues at check-in desks, to reduce costs and, ultimately, to make passengers happy.

For the check-in process to run smoothly and efficiently, capacity is key. With a fixed number of baggage injection points and a limited number of agents who can operate them, busy periods can be challenging. The good news is that with the right bag drop solution, every journey can get off to a great start.



MAKING HASSLE-FREE BAGDROP THE INDUSTRY STANDARD

If you're exploring the operational benefits of bag drop, there are many ways to implement these facilities. You can opt for passenger self-service bag drop or combine self-service and agent-assisted approaches. Choosing the approach that meets your success criteria will largely depend on how you intend your passengers to use these bag drop services.

That's why it's critical to identify the factors most important to you – to achieve the outcome that best fits your environment. Naturally, this varies from airline to airline, airport to airport and terminal to terminal. However, there are some universally important considerations:

- **Capacity** – the maximum number of passengers and bags to be processed during peak hours.
- **Throughput** – the number of bags injected per day in self-service mode.
- **Return on Investment (ROI)** – CAPEX and OPEX efficiency.
- **Infrastructure constraints** – full-service traditional counters are unable to satisfy demand and lack specific infrastructure to process bags in self-service environments.
- **Self-service maturity** – current self-service check-in infrastructure and passenger adoption rates.
- **Passenger experience** – reduced queues, shorter wait times, choice of self-service and traditional bag drop counters.
- **Revenue generation** – redeployment of staff to customer-facing ancillary service activities.



BAG DROP: DO IT YOUR WAY

SITA BagDrop is ideal whether you need a simple solution for one or two bag drop stations or a more comprehensive approach that can transform an entire airport terminal. Fully modular, it can meet all the operational requirements of your airport and airline, while meeting your passengers' expectations.

FULLY MODULAR

SITA BagDrop is a comprehensive portfolio enabling passengers to check-in their hold luggage quickly and easily. It meets the need of airports, airlines and ground handlers for more capacity and lower operational costs. And with its intuitive and easy-to-use interface, it can deliver a better passenger experience.

Completely modular, it offers an off-the-shelf solution that can be tailored to every environment.

SITA BagDrop can:

- Connect seamlessly with your existing airline and airport infrastructure.
- Operate in a common-use or dedicated environment.
- Address the needs of a range of bag drop requirements, such as retro-fit (using existing check-in desks and conveyors) or new-fit (for new terminals or new infrastructure).
- Support a one-step (where a passenger prints out his bag tag) and two-step (solely for dropping the bag) process.
- Be implemented as self-service bag drop or a combination of self-service and agent-assisted bag drop.
- Take payment at bag drop terminals, for example, when passengers need to pay an excess baggage fee.

FUTURE READY

Imagine a future where passengers can be identified at every touchpoint during their journey. With SITA BagDrop, you have the flexibility to make each bag drop station part of this secure, seamless journey – where passengers don't need boarding passes or to show passports.

This solution ensures you're ready for the future of air travel, and it paves the way for you to implement identity management across the entire departure process. By integrating passport identification and biometrics recognition at each bag drop point, you can make security robust, reduce the time it takes for check-in, and free up ground staff to interact with passengers.

WHY BAGDROP CAPABILITIES ARE RIGHT FOR YOU

Depending on the outcome of the considerations already outlined and your specific success criteria, you can choose from these ready-made SITA BagDrop solutions and options.

SCAN&FLY

THE EASILY INTEGRATED SOLUTION

More capacity with a retro-fit design

Scan&Fly is renowned for its plug-and-play design. This means it can be installed overnight onto existing airport check-in desks. The compact design gives capacity-constrained airports the opportunity to place more units in the terminal, so more passengers can drop their baggage within the same check-in area.

Welcoming common-use interface

A welcoming interface and clear instructions enable a fast and easy self-service experience for all passengers. No queues always create a positive impression and happy passengers.

Operational flexibility

Scan&Fly supports the one-step, two-step and combined self-bag drop process. The retro-fit design offers the option to switch back and forth between self-bag drop mode and manual desk (CUTE) mode within seconds.





DROP&FLY

STATE-OF-THE-ART TECHNOLOGY

Designed for your expanding airport

Drop&Fly is the state-of-the-art bag drop solution for airports who want to equip their new departure terminals or refurbish existing terminals with technology of the future. Its compact, modern new-fit design replaces traditional check-in counters. Better still, Drop&Fly enables a one-step self-bag drop process for a fast, customer-centric passenger experience.

Maximum security

The fully-enclosed design features a sliding door and advanced sensors to prevent tampering and the intrusion of unauthorized objects. Drop&Fly guarantees a safe and secure area for all passengers.

Future proof

The smart modular design fits all current and future technologies for a seamless and secure passenger experience.

PASSENGER FLOW AND MONITORING

MONITOR THE PERFORMANCE OF EITHER SCAN&FLY OR DROP&FLY

Agent Information System

This innovative mobile application hosts a complete overview of the live status of all bag drop units and sends push notifications to operational staff. For example, it sends an alert when bag tag stock needs to be replenished or when a passenger needs extra assistance.

Management Information System

Collect detailed, real-time statistics to make trend analyses and dashboard reports. This system gives terminal and operational managers an overview of the key performance indicators – vital insights that help to optimize and streamline the entire bag drop process.

Service Information System – off-site monitoring

Provide maintenance staff with an overview of the live status of all bag drop units within the airport terminal. The system is equipped with a diagnostics application that gives authorized staff remote control over the SITA BagDrop units.

SITA BAGDROP - YOUR JOURNEY STARTS HERE

Now you know more about SITA BagDrop, here are some of the ways your airport or airline can benefit from the different configurations and additional options.

FAST:

- Increase passenger throughput with an average bag time under one minute - and as fast as 15 seconds.
- Grow check-in capacity for both existing or new airport infrastructures.
- Support passenger growth without large-scale investments.
- Install the system quickly with full integration in less than 24 hours.

EASY:

- Encourage use with an intuitive interface supported with your own airline/airport branding.
- Reduce queues and waiting times, and alleviate bottlenecks.
- Increase passenger control – give the choice of check-in desk and self-bag drop.

MODULAR:

- Tailor bag drop technologies to your environment and your specific requirements, and easily integrate other services such as taking payments and identity management.

WHAT CAN YOU EXPECT?

- Optimize the use of your infrastructure, resources and staff.
- Increase passenger and bag throughput.
- Easily connect more airlines as demand grows.
- Meet and exceed rising expectations and numbers of passengers.
- Drive uptake from passengers thanks to a simple and intuitive interface.

WHY SITA?

INDUSTRY EXPERIENCE

Our intimate knowledge of both airline and airport systems, and close working relationships with all stakeholders, ensures that our solutions fit seamlessly into existing environments.

DEDICATED

Behind SITA BagDrop, there are dedicated teams of professionals with years of industry experience.

GLOBAL

Our local presence and global 24/7 support makes SITA the perfect partner for all your bag drop requirements.

RESPONSIVE

Through our Center of Excellence, our dedicated project management and delivery teams ensure a swift, successful and smooth implementation.

COMMON-USE

A single solution that maximizes the use of existing passenger touch point infrastructure for multiple airlines.

GREAT DESIGN

Our focus is to design products that deliver an easy and intuitive passenger experience, and look great.



reddot design award
winner 2017



WHAT CUSTOMERS THINK



Don't just take our word for it – see what SITA BagDrop customers have to say about our solution and the level of service they have experienced:



“The SITA BagDrop team is flexible, dedicated and open minded. This results in a very good cooperation.”

Pedro Casimiro, Manager Ground Product and Processes, Brussels Airlines



“Together with the customer, the SITA BagDrop team thinks ahead for solutions. They have a very pleasant and open way of communicating.”

Ivar van der Smaal, Self-Bag Drop Project Manager, Eindhoven Airport



“We served a record number of customers this summer, thanks to Scan&Fly.”

Timo Rissanen, Service Manager, Finnair



“Scan&Fly offers a very user-friendly solution for capacity restraints in the terminal.”

Jacques Morgenege, Operation Manager Landside, Geneva Airport



“Deploying SITA Drop&Fly is part of our extensive modernization program that will help ensure Incheon International remains on top of the list of the world's best airports.”

Sang-il Kim, Executive Director of Smart Airport Group at Incheon Airport, South Korea



“Scan&Fly was implemented at Rotterdam The Hague Airport in an extremely short period of time. We now benefit from a smooth and fast passenger process, especially during rush hours.”

Albert van der Veen, Station Manager at Aviapartner (Rotterdam The Hague Airport)

WHAT NEXT?

Bag drop technologies offer the possibility of increasing passenger throughput while driving efficiency gains of up to 150%. With SITA BagDrop, we believe there's huge potential to add value for airlines and airports – in achieving operational excellence and improving the passenger experience.

Whether you're considering a simple solution for an existing terminal or a more complex implementation to transform an entire, new-build airport terminal, SITA BagDrop is worth your consideration. Every successful, smart technology starts with a conversation, so get in touch and discover how we can help you take your bag drop plans to the next level.

Send us an e-mail at bagdrop@sita.aero

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 2018, we had consolidated revenues of US\$ 1.7 billion.

For further information, please visit www.sita.aero



For further information, please contact SITA by telephone or e-mail:

Americas

+1 770 850 4500
info.amer@sita.aero

Asia Pacific

+65 6545 3711
info.apac@sita.aero

Europe

+41 22 747 6000
info.euro@sita.aero

Middle East, India & Africa

+961 1 637300
info.meia@sita.aero

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