

Global tracing and matching of lost and found baggage

WorldTracer® is the world's only fully global baggage tracing and matching system. Launched in 1992 in cooperation with the IATA, it allows customers to locate and retrieve mishandled bags from anywhere in the world. WorldTracer® helps to reduce costs, streamline operations and repatriate lost baggage faster and more efficiently.

BACKGROUND

In-house tracing systems expensive to build and maintain

- Airlines and ground handlers are focused on transporting passengers, not developing software systems that comply with IATA standards such as Resolution 753

Improve baggage performance

- Data needs to be collected from multiple sources and provide visibility, to reduce mishandling and lower costs

One system in use by all stations

- Agents need to be empowered to proactively track, manage and repatriate bags around the world

Reduce repatriation costs

- Airlines and ground handlers must be able to locate bags quickly and effectively

SOLUTION

- WorldTracer® is a centrally managed system. It allows airlines and ground handlers to trace and match lost and found baggage anywhere in the world.
- With a global database of lost and found items, bags can be easily traced and matched and repatriated quickly and efficiently
- Delivered over legacy connections and GUIs, WorldTracer® is unmatched in its global reach
- It provides a suite of modules that gives airlines and ground handlers a range of functionality based on their needs
- WorldTracer® offers a variety of reporting options, allowing customers to assess the efficiency of their operations on a global scale

BENEFITS

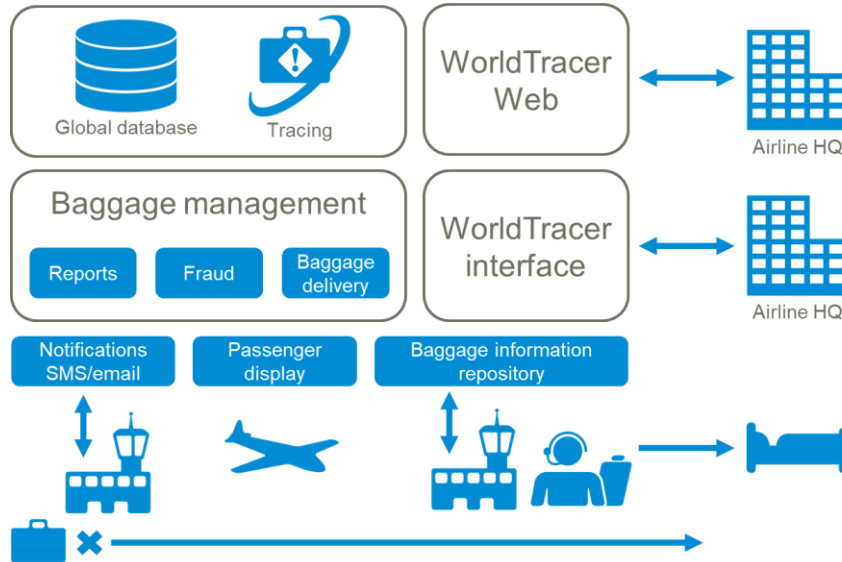
- Reduces TCO compared to in-house systems
- Improves baggage mishandling performance and reduces costs
- Enhances and manages the customer experience
- Minimizes training requirements when using GUIs
- Reduces fraudulent claims through claims management
- Lowers ground-handling costs
- Provides a modular solution – customers can buy what they need

RESULTS

500+
global customers

2,800+
airport sites around the world

How does it work?



CASE STUDY

A major international carrier subscribes to all WorldTracer® modules to ensure that its baggage service operations are consistent throughout the world.

This carrier recently rolled out an SMS notification system in all of its outstations. It can now notify passengers via text message to let them know when they can expect their bags to be delivered.

This airline is also developing its own user applications by integrating with WorldTracer® using the WorldTracer® interface, an application programming interface (API) based on web services. This module offers the airline flexibility in developing their own user application based on their own delivery schedule. This is all thanks to the new, multi-version support built into the web services.

- Found bags are reported in WorldTracer®
- Passengers can report details of missing bags using WorldTracer®
- IATA standard attributes are entered into the system
- WorldTracer® matches bag details based on those attributes
- Passengers are updated via internet, SMS or e-mail
- Bags are returned to the passenger, either at a temporary or permanent address
- The application is accessed in a variety of ways at the airport and also at airline headquarters

SOLUTION COMPONENTS

1. **Fully managed support:** Globally available and serviced by baggage experts
2. **24/7/365 monitoring:** Monitored around the clock in SITA's specialist data centers
3. **Graphical user interfaces and legacy connections:** All customers are provided with a new user interface as standard. All WorldTracer® Web customers migrate to the new user interface.
4. **Web services interface:** Customers who wish to build their own applications can interface with industry standard web services (now with multi-version and hot fix support)
5. **Direct passenger self-service options:** Internet Passenger Display enables the customer to check the status of their delayed bag via the Internet, significantly reducing ground-handling costs
6. **Baggage statistics reports:** Airlines can assess the performance of their stations. This allows them to assign resources to resolve issues before they can affect the passenger experience.
7. **Tablet solution:** Enables agents to take the application with them in order to process bags and passenger reports on site.
8. **SMS and e-mail passenger notifications:** Improves the passenger experience by providing up-to-the-minute notifications in conjunction with the flight information service. These advise passengers when their bags will be arriving.