USE CASE

AIRPORT SELF-SERVICE GATES

SELF-SERVICE BOARDING PROCESS AT AIRPORTS

Self-service has been proven to cut costs and improve customer satisfaction at check-in. The same principle is now applied to the boarding process. Common use self-service boarding gates complement the work of airline staff helping reduce queues, boarding times and freeing agents to focus on customer support.

ISSUES

Managing boarding time

You want to reduce boarding time, causing congestion around gates and potential delays in take-off.

Disruption management and flight delays

When inbound flights are delayed, you need to reduce the knock-on effect they have on other outbound flights.

Improving customer satisfaction

You want your boarding gate staff to focus on complex issues such as dealing with excessive hand luggage and delivering excellent customer service rather than mundane, repetitive tasks.

Managing passenger expectation

Passengers are increasingly choosing the self-service option to take ownership of their journey and be in control.

SOLUTION

Optimize boarding pass scanning and passenger validation without boarding agent intervention.

Secure passenger boarding with combined sensors, lights and barrier arms that ensure only one passenger boards per boarding pass.

Shared infrastructure among airlines as the gate is fully integrated with SITA's CUTE terminals and CUSS platform.

Pay-as-you-use shared infrastructure means no capital expenditure and reduced operational costs.

Benefit from an end-to-end solution with certified gate devices from multiple vendors.

BENEFITS

- Improved boarding process efficiency with multiple SITA Self-Service Boarding Gates
- Boarding agents focused on passenger satisfaction and managing issues that may cause delays such as missing passengers, as well as maximizing ancillary services by upgrading seats or charging for excess baggage.
- Reduces issues with staff deployment at peak travel season.
- Simple, reliable 2D barcode scanning and passenger processing.
- SITA common use Self-Service Boarding Gates are delivered as an integrated solution, taking away the headache of hardware and software maintenance as well as updates handling.

Up to 50%

reduction in boarding time

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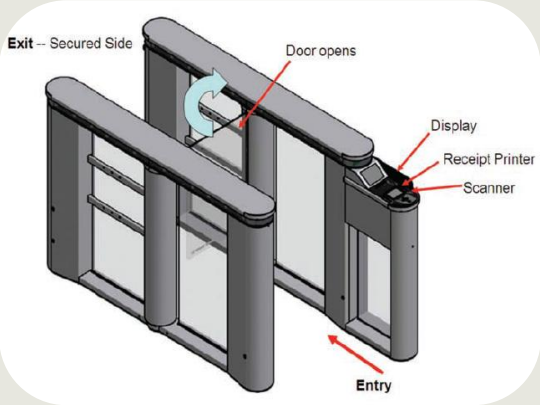
Create success. Together

HOW DOES IT WORK?



- SITA tests and certifies gates from leading manufacturers and ensures they meet operational and integration requirements to connect to SITA's platform for CUTE and CUPPS.
- SITA common use Self-Service Boarding Gates are integrated into a full end-to-end self-service (ETESS) offering that provides solutions at all stages of passengers' journey.

SOLUTION COMPONENTS

1. SITA Self-Service Boarding Gates

It emulates a boarding gate reader (BGR) with little or no changes to airline applications.

It supports boarding passes printed at kiosks, at home and on mobiles.

2. Boarding gate reader (BGR)

It supports paper receipt printing, a security requirement of many airlines so they can print seat changes and accommodate boarding passes on passenger mobile phones.

3. Integrated sensors

To detect any abnormal passenger behavior such as piggy backing/tail gating or reversing direction.

To recognize and allow roller boards and backpacks distinguishing them from people who may attend to tailgate.

4. Hardware certification allows multiple turnstiles/gates

5. The protocol is based on AEA 2009 specification

CASE STUDY

Consider a 240-seat Airbus A330, which has 95% of seats booked. For a legacy carrier two boarding agents and one service agent would take approximately 19 minutes to board all passengers.

With one agent and two SITA Self-Service Boarding Gates, the time was reduced to approximately 9 minutes. This reduces the risk of delayed flights and improves customer satisfaction as agents can focus on verifying that all passengers are on time at the gate and can consequently close the gate earlier.

All in the common use environment, who are connected to the SITA CUSS platform, benefit from shared infrastructure.

For more information please contact us at
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