

WIRELESS & MOBILITY

MOBILE SERVICES FOR GROUND STAFF PROCESSES

SITA's Wireless & Mobility portfolio offers a full range of mobile devices and tablets, global connectivity and air transport industry-specific applications to improve ground processes

ISSUES

Airline, airport and ground handler business processes are often running in silos and rely on legacy paper-based processes

- Lack of information sharing (cabin & ground)
- Limited visibility and understanding of events, especially in case of disruptions.
- Ground activity reports processes are limited
- Airport agents are not leveraging opportunities to sell ancillary services to passengers

SOLUTION

SITA's Wireless & Mobility portfolio combines connectivity, device and application solutions for airlines, airports and ground handlers:

- Market-leading handheld devices and tablets without the hassle of managing the necessary support.
- Mobile data services offer instant connectivity in every major airport in the world.
- High-performance bandwidth at specific, high-volume locations.
- Application linking ground agents with back-end systems to provide real-time operational information.

BENEFITS

- End-to-end solution, including device supply and management, connectivity and applications
- Single global supplier – reducing costs and improving service levels
- Enhanced security through Device Management software, secure networking and air transport industry-specific applications
- Global service management integrated with existing network and IT services
- Better understanding of air transport processes – leading to improved performance and better value.

40% of airline staff will be equipped with tablets by 2018 (Airline IT Trends survey 2015)

By 2018, staff at **60%** of airports in the departure and lobby areas will be equipped with tablets (Airport IT Trends survey 2015)

HOW DOES IT WORK?



Managed devices

Mobile Data Access (MDA)

Mobile Data Access (MDA) offers global cellular connectivity, which permits roaming staff to securely connect to corporate networks in over 140 countries worldwide.

Wireless@Airports

Managing multiple Wi-Fi suppliers across dozens of airports is expensive and time consuming. SITA Wireless@Airports offers a single, secure Wi-Fi service across multiple airports.

Managed Mobile Devices


Mobile and travelling staff need reliable support when devices break down. Data security is also key for lost or stolen devices. Managed Mobile Devices combines global support with advanced mobile device and application management in order to deliver a world-class service to the air transport industry.

SITA AirsideApp

AirsideApp is a tablet-based solution which integrates and processes data from back-end systems and displays the right information to ground staff at airports, in real time. AirsideApp aims at improving business process efficiency by moving paper-based operations to digital. It reduces operational costs, admin processing time and disruption impacts.



Global secure connectivity



Advanced mobile solution for ground staff

CASE STUDY

Devices

SITA is currently managing over 5000 mobile devices for customers worldwide. Those devices are used in business-critical environments, supporting applications such for electronic flight bag (EFB), cabin crew and ground processes.

Connectivity

Over 9000 staff from leading airlines are using SITA's global wireless connectivity offering.

Applications

An Asian airline chose SITA AirsideApp to digitize all paper-based processes during aircraft turnaround, including daily flight performance report, flight departure & arrival report, general declaration outward-inward, passenger assistance request forms, traffic load summary, and special handling check-list.

In another example, SITA AirsideApp helped a Middle-Eastern airport digitize multiple check-lists used by ground staff in the airside area, thus improving access to mission-critical information and improving efficiency.

For more information please contact us at info@sita.aero