SITA

Create success. Together

→ SITA AIRPORT MANAGEMENT

Take control with data-driven collaboration

Read more

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Keep things moving, at every step of the journey

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Take control

Manage increasing demand, without decreasing profits

As passenger numbers increase, airports have never been busier – making them more complex to manage. So, how can airport operators, ground handlers and airlines cope with more flights and more passengers, while still maximizing profitability?

By 2027, air traffic volumes are estimated to be double what they were in 2012. And, by 2050, they will have grown by six times. As an airport operator, ground handler or airline, you need to manage these increases while dealing with the capacity constraints of your current infrastructure and workforce. You need to anticipate operational needs and mobilize airport resources accordingly. It's vital that you can access information that helps you make informed decisions. And you need to ensure all airport stakeholders have access to the same shared data and KPIs in order to work collaboratively.

Our airport management solution is a suite of integrated software applications designed to help you meet these challenges.

It lets you proactively control everything from a central point, including service level agreements (SLAs), passenger communications, fixed and mobile resources (including staff), billing and invoices. It gives you access to real-time data that helps you anticipate, plan and control your operations. So, you can keep things moving at all times.

❝❝ Our operations are running more efficiently and our passengers are benefiting from improved service. Every minute counts in operations and now at our Hub Control Center, with SITA AirportResource Manager and the turnaround and transfer systems, we are making informed decisions in real time that are delivering improvements every day.[1] ❞❞

[1] Hu Zhenming, Chief Service Officer and General Director of Airport Service, China Eastern.

Challenge 1:

How can I optimize capacity and resource planning?

For your airport to run smoothly, you need the right people in the right place at the right time.

As an increasing number of flights take to the skies, there's more work to be done on the ground. You need to handle more flights with the same infrastructure and resources.

Having staff in the right places to carry out essential work, optimize turnaround time and keep things moving requires a great deal of planning.

Traditional airport management systems are limited to the scope of operational management. They don't provide the ability to continuously analyze how operational decisions impact service levels and drive business results.

Without up-to-the-minute operational data, nobody has the full picture of what's happening in the airport. So, it can be difficult to accurately forecast demand, see where resources need to be, and proactively plan for potential disruptions. All of which makes it hard to allocate resources and ensure your processes are as efficient as possible.

SITA Airport Management solution (AMS) gives you detailed records of operational activity, making it easier to analyze trends and understand the impacts of growth. You get consolidated real-time data from multiple internal and external sources, so you have everything you need to plan and allocate resources effectively on the day of operations.

With the wider operational view you get with AMS, you can plan your mid-term resources, ensuring essential work is covered for the next week or month. And you can plan for the long term, taking the next season into consideration. You can also see how operations are affected by different decisions. And you can plan for when resources are unavailable, due to construction or improvement projects.

Challenges

Challenge 2:

How can I drive business results?

How do you deal with increasing passenger numbers without drastically altering your existing infrastructure? By being as efficient as possible.

Passengers hate disruption. So do airlines. And when problems occur, the knock-on effect can be devastating to airport management. To keep things moving, it's vital that all routine tasks on the day of operations are well managed to prevent disruption. And, in the event of issues arising, you can efficiently drive recovery to minimize the impact. You need to give people access to the information and tools they need to carry out their tasks. That way you can avoid bottlenecks during peak periods. You can reduce the costly impact of delays. And, most importantly, you'll be prepared to deal with increasing passenger numbers.

Traditional airport management systems require operators to have extensive training and to be operational experts. SITA AMS is much more efficient. It allows you to maximize staffing levels by enabling inexperienced users to operate the system through simple action boards and automated resolution tools. It integrates information for the entire chain of events and can provide highly sophisticated, user-customizable dashboards to enable strategic and real-time CDM, KPI, and SLA management, amplifying the value/use of the AODB.

It helps you create an optimized mobile workforce, with all the equipment people need to do their jobs efficiently. You can analyze trends and monitor operations in real time, ensuring you're able to react to potential disruptions quickly and proactively. And it helps you plan slot management, so you can avoid overcrowding.

❝❝ China Eastern estimated that in 2015 alone improved efficiencies were expected to deliver a return on investment within 12 months with savings of more than US$4 million.[2] ❞❞

[2] https://www.sita.aero/resources/type/customers-stories/china-eastern-operations

Challenge 3:

How can I maximize profitability?

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If your airport is running efficiently, your profits will increase along with passenger satisfaction levels.

With passenger expectations rising, you face increasing pressure to improve the levels of service you offer. But it's essential to do this without increasing costs, or your profitability will suffer. You need to maximize revenue, wherever possible, from aeronautical, retail and other non-aeronautical sources. And you need to minimize costly disruptions and ensure the services you provide are billed for accurately and on time.

With SITA AMS, you can maximize profitability with tools that help you correlate and analyze all operational and financial data. You can see the financial impact of actual and planned operations on your profits, so you can make more informed decisions. You also get vital operational and financial insight based on constant monitoring of resource availability and utilization. So you can ensure all resources are being used as profitably as possible.

Plus, with access to real-time, automated data, you can increase billing accuracy for aeronautical services and reduce your costs.

❝❝ China Eastern estimates that it has benefited from a 16% drop in staffing hours and a 60% reduction in overtime payments.[3] ❞❞

[3] https://www.sita.aero/resources/type/customers-stories/china-eastern-operations

SITA Airport Management

Helping you manage more

SITA Airport Management is a suite of integrated software applications designed to balance operational efficiency with business results.

With SITA Airport Management you can:

- **Implement robust and efficient operational planning**

  Airport Management's scheduling and 'what if' scenario simulation ensures support for operational flight planning and management processes

- **Proactively control real-time operations**

  Airport Management enables prediction of events, automatic triggering of tasks and real-time intelligence for timely decision making. These help you to improve planning and operations, minimize disruptions and optimize your mobile workforce, equipment and infrastructure

- **Continuously improve business results**

  Airport Management helps you optimize performance and revenues with real-time dashboards, targeted advertising, accurate billing, definitions of KPIs and predictive analytics based on 'what if' billing scenarios

- **Achieve airport collaborative decision making (A-CDM) compliancy**

  SITA is able to provide the mandatory modules, integration capabilities and consultancy to drive the organizational changes required to achieve A-CDM compliancy according to EUROCONTROL definition

- **Enable systems integration**

  Airport Management integrates and simplifies your infrastructure and data, facilitating collaboration with all internal and/or external airport stakeholders

SITA Airport Management

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SITA Airport Management is a suite of integrated software applications, including:

APPLICATIONS	FUNCTIONALITIES	DESCRIPTION
Airport Central	Airport operational database (AODB)	Management of long-term and real-time flight data including KPIs and data sharing functionalities
	Billing	Aeronautical billing calculations
	Pre-departure sequencer and departure manager	Management of departure sequences and optimization of the runway use
	Electronic flight strips	Runway and apron management for tower operations
AirportResource Manager	Resources management system (RMS)	Management of fixed airport resources (e.g. stands, gates etc.) as well as mobile equipment and staff
	Runway performance manager	Early identification of runway capacity constraints and prediction of their knock-on effects
	De-icing planner	Management of the de-icing resources and the process taking place on stand or on pads
AirportVision	Flight information display system (FIDS)	Content management and multi-media displays for passenger communications throughout the airport
AirportVoice	Public address (PA)	Content management system for passenger announcements in and outside the terminal

SITA Airport Management

International passenger traffic rose 6.7% in 2016, compared with 2015[4]. And with this trend set to continue, airports, airlines and ground handlers need to manage their operations as effectively as possible, in a single terminal or across multiple terminals, airports and geographies. To do that, you need airport operations that are proactive and responsive, so you can simplify everyday tasks from the terminal to the runways.

SITA Airport Management offers a range of integrated software applications designed to help airports anticipate, collaborate, plan and control their operations. It helps them assign resources effectively to prevent bottlenecks, mitigate disruption and keep things moving.

Want to talk to us?
Let our experts identify the right solution for you.

[4] http://www.iata.org/pressroom/pr/Pages/2017-02-02-01.aspx

SITA AT A GLANCE

Easy air travel every step of the way. Transforming air travel through technology for Airlines, at Airports, on Aircraft and at Borders.

- SITA's vision is: '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 air transport, 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 Trends Surveys for airlines, airports and passengers are industry-renowned, as is our Baggage Report.

- In 2016, we had consolidated revenues of US$ 1.5 billion.

For further information, please visit **www.sita.aero**

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