

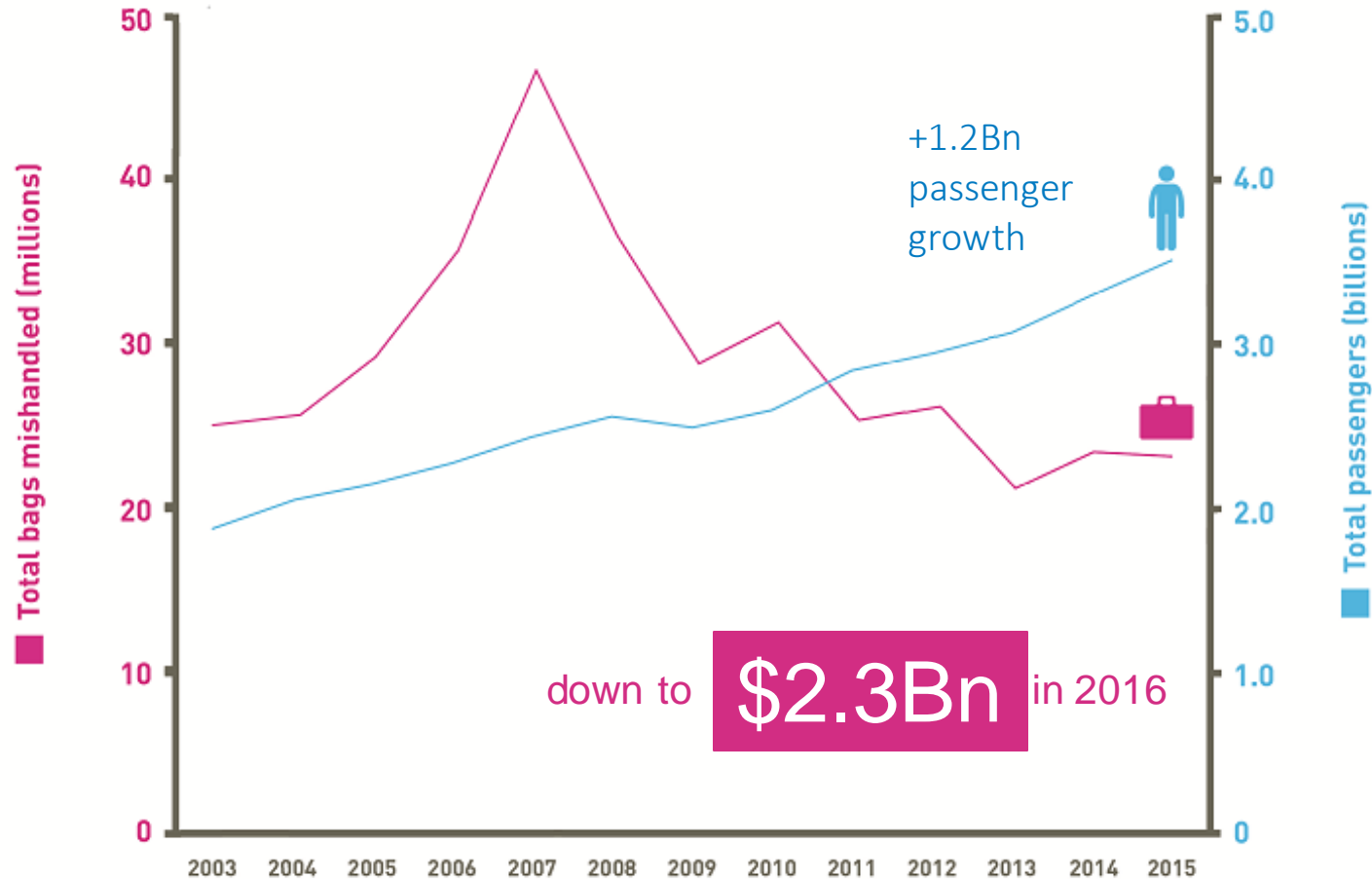
BAGGAGE CLAIM



"NO, THIS ISN'T A SECURITY CHECKPOINT...
IT'S THE LINE FOR STARBUCKS."

\$4.2Bn

mishandled bag cost
to the industry in 2007



Source: SITA

**And it's getting even better
with...**

IATA compliance R753

airlines must track & manage bags from check-in to final destination by June '18

SITA Baggage Management

- Leading technology sponsored by IATA
- WorldTracer: 440 airlines and ground handlers
- Leader in Self BagDrop: Brisbane, Melbourne, Changi

SITA

Create success. Together

How smart apps are making air travel easier, every step of the way

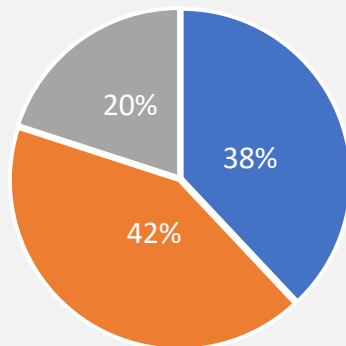
100%
Owned by and dedicated
to air transport

400
SITA members
(approx)


WE REDUCE
INDUSTRY COSTS
US\$383M
returned to members
between 2005-2016
Over-recovery and YPOA



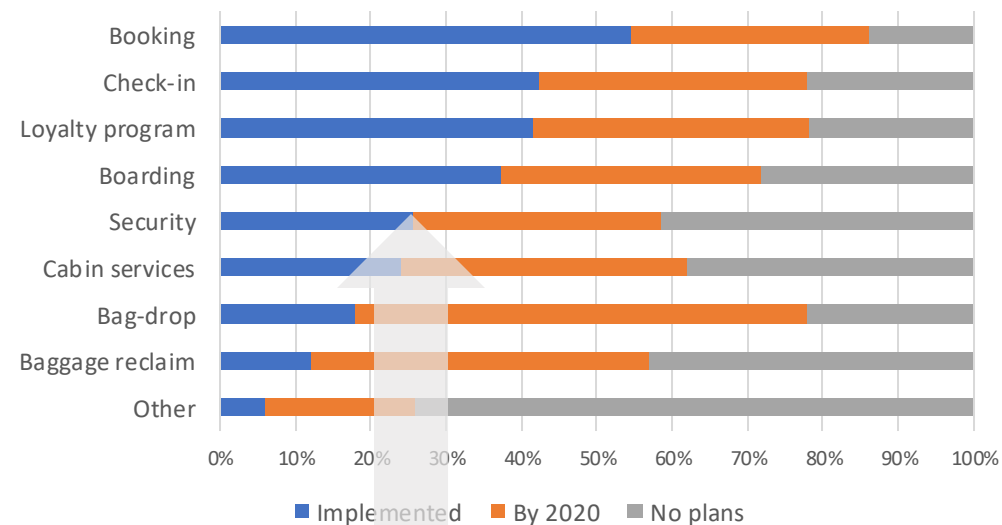
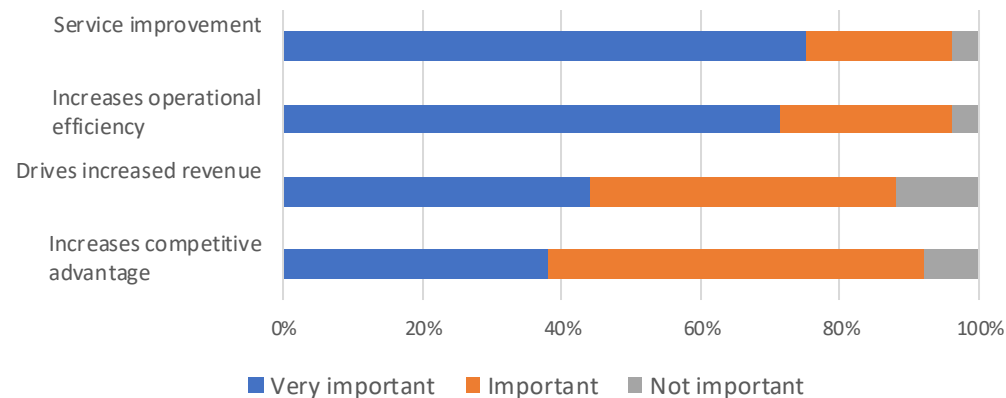
Richard Fisher
Senior Portfolio Manager
Application Assurance



- Major program
- R&D/ Pilot program
- No plans

- Airlines investment in APM 2018-20
- Key business drivers for APM
- Airline business operations priorities

Source: SITA 2017 airline IT trends survey



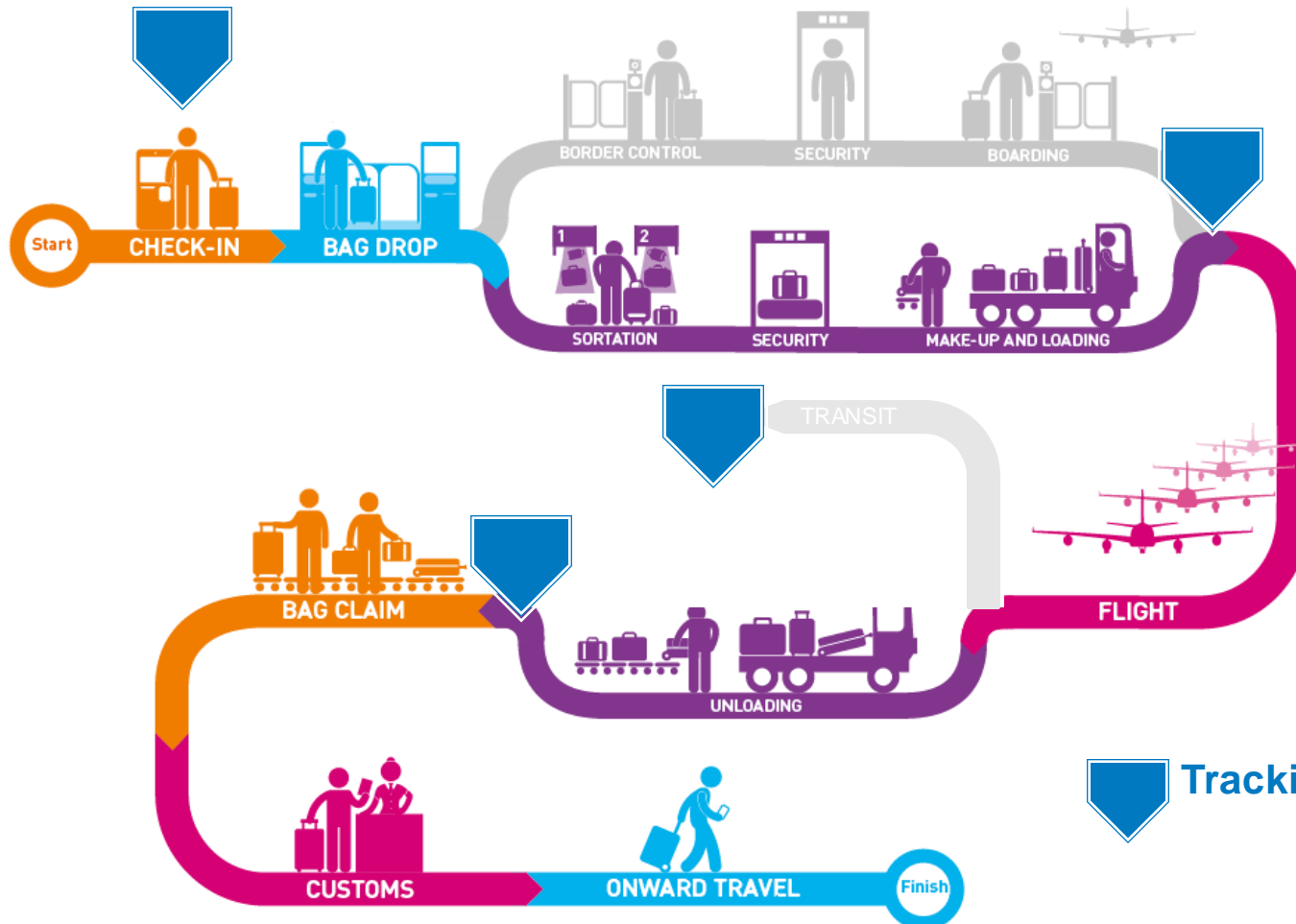
Application Assurance
road-map priority

SITA
Create success. Together

Baggage Management Systems



Real-time location of baggage is #1 passenger request



- Multiple stakeholders who take custody of the baggage.
- Stakeholders need a single view of all events to be able to track and trace – so they share their data with the community
- SITA provides a central data repository and IT services for tracking, tracing, management and claims with APIs, Apps, Tablets.

 Tracking event for IATA 753



next-gen bag tracing

SITA

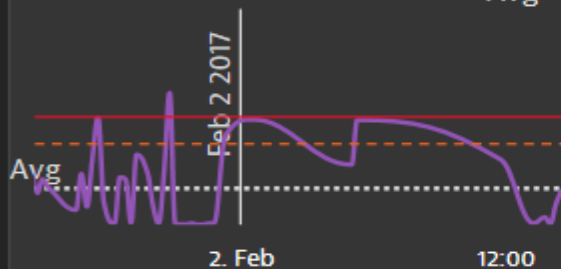
Create success. Together

WTR Business Transaction Dashboard

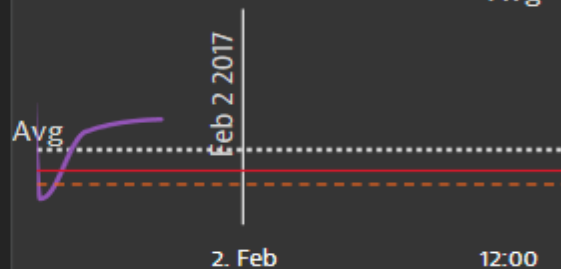
Edit

...

WTR_BT_Login - WTR PurePath Resp...

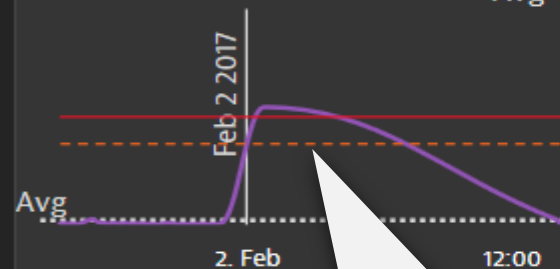
330 ms
Avg

WTR_BT_CreateDelayedBag - WTR P...

1.38 s
Avg

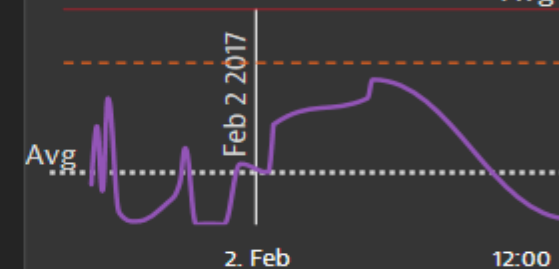
WTR_BT_ManageBaggageFile - WTR...

Maximum of 1 series exceeded

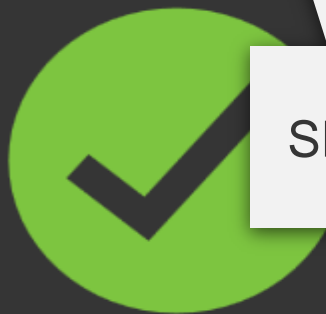
48.5 ms
Avg

WTR_BT_LoginRoles - WTR PurePath...

Maximum of 1 series exceeded

240 ms
Avg

Login Txn 95 percentile below 0.75s



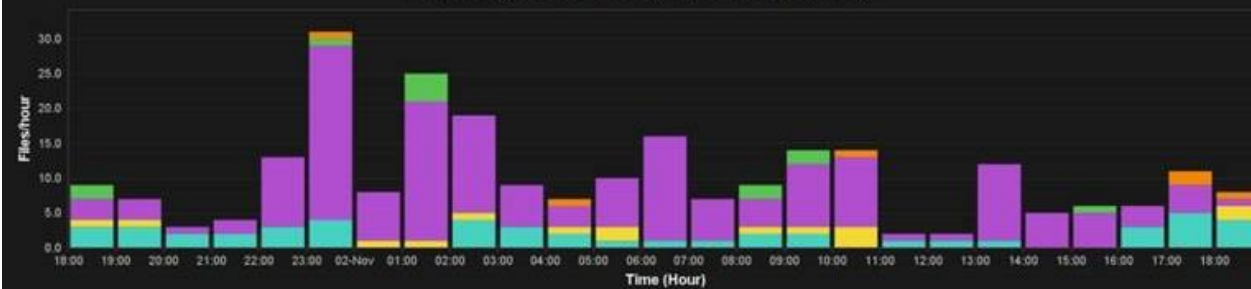
SLA compliance?

Any build-up or change
in last 24hrs?

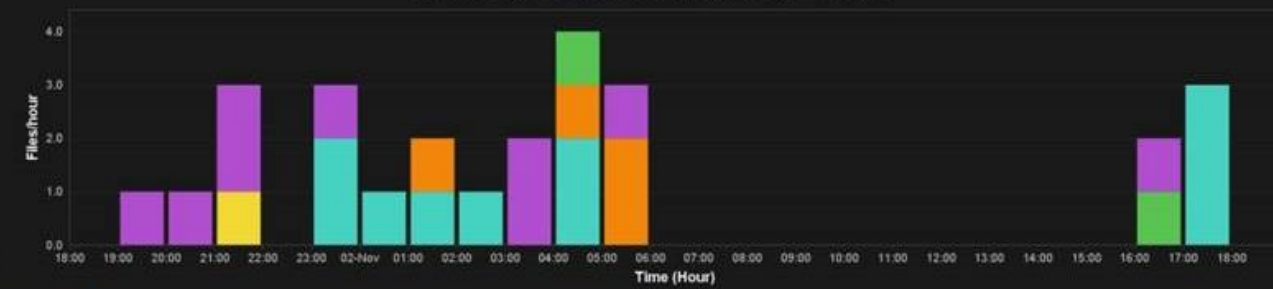
Maximum of 1 series exceeded



Delayed Bags Across All Stations per Hour (in Last 24h)



On-hand Bags Across All Stations per Hour (in Last 24h)



Stations with > 100% over baseline (in Last 1h)

Incident Rule or Incidents	
Delayed Bag - YYZ	🔴
Delayed Bag - MUC	🔴
Delayed Bag - VIE	🟡
Delayed Bag - ZRH	🟡
Delayed Bag - FRA	🟡

Delayed Bags (All Stations in Last 1h)

Splittings	Count
MUC	7
CBH	6

Alarm >100%
baseline delayed bags
per Airport

Stations with > 100% over baseline (in Last 1h)

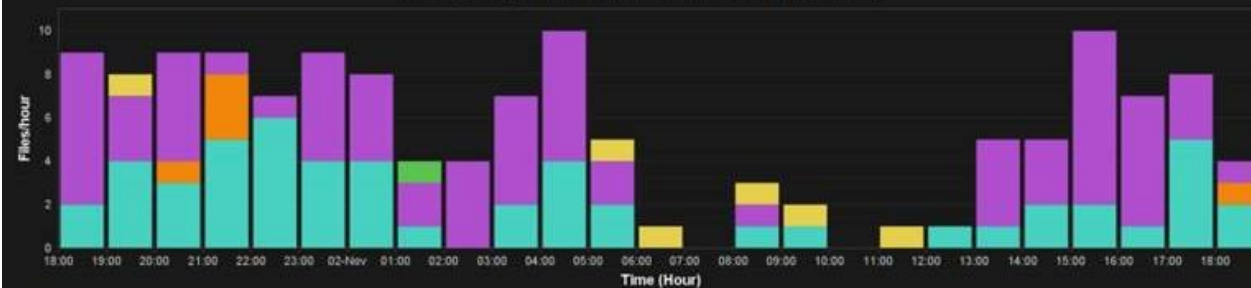
Incident Rule or Incidents	
OnHand Bag - MUC	🔴
OnHand Bag - FRA	🟡
OnHand Bag - TLV	🟡
OnHand Bag - SFO	🟡
OnHand Bag - AUH	🟡

On-hand Bags (All Stations in Last 1h)

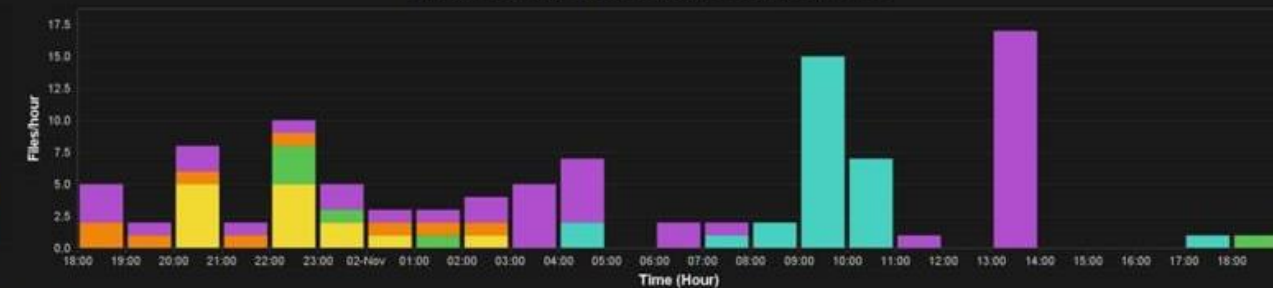
Splittings	Count
FCO	1

Alarm > 100%
baseline lost bags

Damaged Bags Across All Stations per Hour (in Last 24h)



Forward Bags Across All Stations per Hour (in Last 24h)



Stations with > 100% over baseline (in Last 1h)

Incident Rule or Incidents	
Damaged Bag - FRA	🔴
Damaged Bag - MUC	🔴
Damaged Bag - LEJ	🟡
Damaged Bag - ZRH	🟡
Damaged Bag - YYZ	🟡

ns in Last 1h)

Alarm > 100%
baseline Damaged
bags per airport

Stations with > 100% over baseline (in Last 1h)

Incident Rule or Incidents	
Forward Bag - MUC	🔴
Forward Bag - VIE	🟡
Forward Bag - DUS	🟡
Forward Bag - FRA	🟡
Forward Bag - HAM	🟡

h)

Alarm > 100%
baseline Bags
forwarded by airport

NCE	1
MCT	1

Up next on our APM road-map



Airport Management Solution

- Central repository of flight data
- Departure sequencing & Runway management
- Fixed resources management
- Staff and Equipment management
- Passenger communications
- Turnaround management and Collaborative Decision Making

APM drivers

- High availability for business critical system with complex systems integration
- Variable load and real-time performance
- Distributed on-premise systems hosted on 3rd party infrastructure

A Look into The Future

- Secure digital token
- Biometric scanning
- IoT tags and sensors



Always on real-time
travel experience

It's important who you journey with...