



Simplifying the check-in process with a common user interface for native departure control systems (DCS).

Ground handlers often need to use multiple DCSs to process passengers at check-in desks. SITA can help optimize your staff training time and increase operational efficiencies.

BACKGROUND

Staff trained on multiple DCSs

Check-in staff are often required to work on different types of DCSs. A long training period is needed for first generation DCSs where coded commands must be entered.

Training course duration

Training courses can last over two weeks for each individual DCS.

Staff inflexibility

Due to the knowledge required in order to operate a DCS, staff can be assigned to just one or two airlines. As a result, ground agents can only be assigned to specific rosters.

SOLUTION

SITA DCS Translate is a graphical user interface (GUI) superimposed on the native host, which intuitively assists ground handling agents with checking in passengers. This means agents do not need to learn the coded commands normally required in order to carry out their tasks.

SITA DCS Translate has been able to replicate this check-in process for multiple hosts. Consequently, ground handling agents only need to learn how to use one interface.

BENEFITS

- Staff can be trained on different DCSs using a single common interface.
- Simplified training means that agents can be trained very quickly.
- Operational efficiency increases when using SITA DCS Translate, as ground staff can be rostered across multiple DCSs.

RESULTS

Up to 90%
increase in training
optimization

**Up to 2
minutes**
passenger
processing time
saved per agent

1
interface
for multiple DCSs



How does it work?

SOLUTION COMPONENTS

1. SITA DCS Translate

The system has been deployed on dual servers locally. This provides reassurance if one server goes down. SITA DCS Translate enables agents to check in passengers via an intuitive GUI interface.

2. GUI interface

The interface is superimposed on the host DCS and enables the agent to input simple commands, speeding up the check-in process. Without this, check-in agents would otherwise have to check in passengers using long encoded command strings, which must be entered individually.

3. Training course simplified

Several scripts can be learned quickly because they share the same GUI interface. This enables the training course to be simplified. As a result, staff can be returned to an operational roster more quickly, which in turn increases operational efficiency.

CASE STUDY

A ground handler in Western Europe processing over 25 million passengers per year has worked with SITA for over eight years. They needed a common user interface to enable agents to check in passengers, specifically, without them having to learn first generation coded inputs for each of the six native DCS hosts.

With SITA DCS Translate, the agents only need learn a single GUI in order to use multiple DCSs.

In addition to decreasing training costs, SITA DCS Translate has also increased staff flexibility. This generates even more roster coverage, as well as more intuitive training methods for new staff. This all leads to an increase in customer satisfaction.

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