

## Enabling the next-generation of common-use, low-touch, and mobile passenger journeys

SITA Flex is the next-generation common-use platform that facilitates a seamless transition to mobile passenger service and workforce solutions at the airport while maintaining full conventional common-use compatibility. SITA Flex is ideal if you are looking to transform your passengers' journey with mobile solutions or new applications while looking to reduce costs and create opportunities to generate revenue.

### BACKGROUND

#### The need for flexible mobile operations

Migrating to a mobile, cloud-enabled low customer touchpoint infrastructure can be complex

#### Improving the customer experience

Airports and airlines need to adapt to changing needs and differentiate in a common-use environment to provide the best customer experience

#### Fast deployment of applications

Airlines aim to reduce the time to deploy applications and manage their own app changes either by airport or globally

#### Achieving operational efficiency and scalability

Airports need to ensure scalable capacity and operational solutions to adapt to changing needs

### SOLUTION

Built on our next-generation common-use platform, **SITA Flex** addresses the needs of the entire traveler journey and enables seamless, secure and cost-effective customer experiences.

**SITA Flex** combined with **SITA Smart Path**, our biometric add-on to self-service solutions, enables a low-touch environment for passengers.

It enables airports and airlines to build their own native applications and transition to mobile passenger service applications.

Mobile-enabled staff can use smart devices powered by **SITA Flex** to work wherever and however their need demands, while still taking advantage of shared devices.

Airlines can develop their own applications to enable mobile BYOD capability for their passengers.

### BENEFITS

- As a cloud-based solution, **SITA Flex** ensures easy migration, scalable capacity and reduced complexity.
- Off-airport check-in and passenger management of peripherals can be located anywhere.
- Allows airline staff to BYOD and passengers to use their own mobile devices to print boarding pass/bag tags from their airline application - increasing agility for normal as well as disrupted at-airport operations.
- **SITA Flex** enables airlines to innovate and create applications to provide the best customer experience for their passengers.
- No certification requirements ensure the applications are developed and deployed faster thus reducing costs.
- Mobility puts passengers and the workforce back in control and minimizes the need for infrastructure with its associated costs and contact health risks.

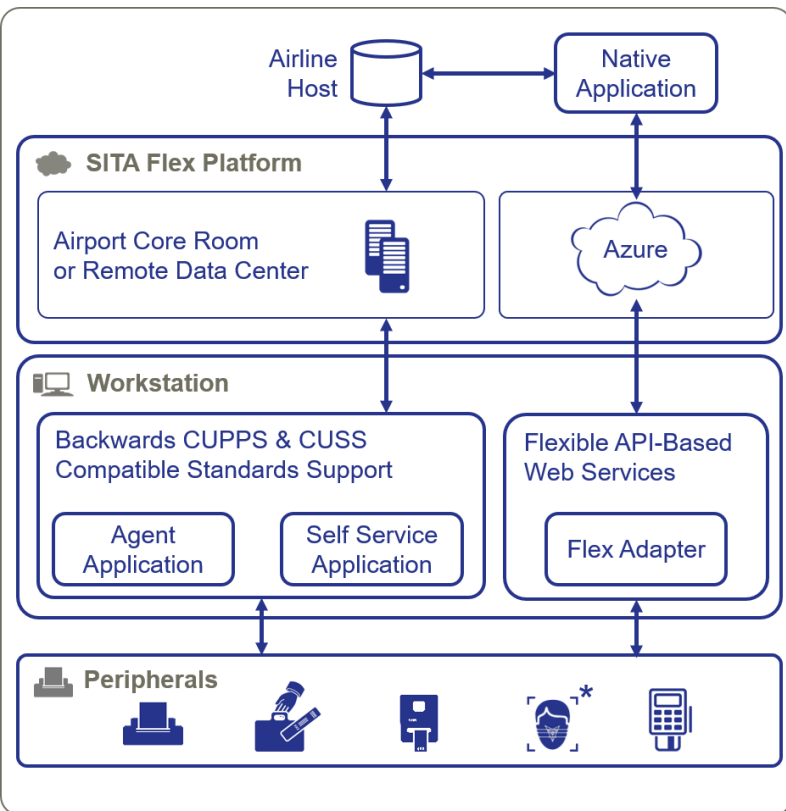
### RESULTS

**460+**  
traditional SITA  
common-use sites are  
SITA Flex ready....\*

\*SITA Flex is supported on Win 10 only



## How does it work?



## SOLUTION COMPONENTS

1. Core room or off-premise servers for CUTE, CUSS and CUPPS
2. Azure cloud service for airline applications
3. Flex Adaptor Service on workstations to allow the use of peripherals by airline's own applications
4. DCS integration layer to link to airline's host DCS provider
5. Range of certified workstations and servers for optimal agent productivity
6. Value-added services already enabled on the platform:
  - Payment services
  - Business Intelligence through SITA PFM\*
  - SITA Smart Path Kiosks
  - SITA Smart Path Bag Drop
  - Biometrics with SITA Smart Path
  - Local or back-up DCS option
  - Can integrate with 3<sup>rd</sup> party vendors
7. World-renowned support service both central and on-site. High availability - up to 99.95% and higher.

\*PFM- SITA Passenger Flow Monitoring

## CASE STUDY

**SITA Flex** has been successfully rolled out at **San Francisco International Airport**, where passengers can operate check-in kiosks using their own mobile devices without the need to touch screens on the airport's hardware. Passengers can also pick up receipts for checked luggage. The next step is for airlines to modify their own applications to enable this capability for their customers.

**A large European airport** was planning to facilitate "Bring Your Own Device" to ease check-in and boarding processes at the airport. With **SITA Flex** they continue to experience all the benefits of the shared use platform with new capabilities for agents to utilize the peripherals at their desks and self-service, to provide the best customer experience possible.