

SITA

ONWARDS AND UPWARDS

Raise your game with
SITA Airport Management





WORKING
TOGETHER TO
KEEP THINGS
MOVING.

SITA



55% NPS*
signals exceptionally high
customer satisfaction.

Fully customized for seamless decision making

SITA Airport Management is a suite of integrated solutions that improve passenger journeys and experiences. It can be fully customized to get the most out of your existing resources and processes. Accurate, shared, real-time data allows collaborative decision-making.

With more than 75 years' experience, we can help you adopt the right technology. And our scale gives you the option to source everything from one provider.

*NPS - Net Promoter Score is a market research metric which measures customer loyalty.



**“SITA provides all the
services needed at an
airport so we can reduce
the number of IT vendors.”**

– Promoter customer

What SITA airport management can do for you

Optimize operations

Multiple stakeholders, complex interdependent processes, and seemingly small pain points can result in inefficient, difficult, and reactive operations.

By simplifying complex processes and automating routine ones, you can focus on making strategic decisions that boost efficiency. So you can maximize capacity and resource allocation, and save costs at every step.

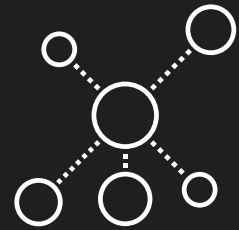
Minimize disruptions

Dealing with the unexpected, whether it's bad weather, flight cancellations, or geopolitical events can disrupt the whole ATL ecosystem. With accurate, real-time data at your fingertips, you can build robust plans to tackle disruptions head-on, minimizing their impact and improving best practice by sharing experiences and learnings.

Collaborate efficiently

Your success depends on sharing info effectively, both internally and with external partners. By collaborating and taking action together, you can improve On-Time-Performance, reduce your carbon footprint, enhance situational awareness, and recover swiftly from challenges and adverse conditions.

Solution components



SITA OPERATIONS MANAGER

Optimizing flight
management both long
term and real-time.



SITA FIXED RESOURCE MANAGER

A powerful scheduling,
capacity planning, and
resource management
solution.

Supported by SITA
Global Services

SITA Airport Management is supported by 24/7 SITA Global Services (SGS), which provides global business continuity through a flexible service model. Our monitoring service ensures your IT systems are reliable and available, around the clock and around the world.

Our experts proactively monitor your infrastructure, identifying and resolving problems before they impact your business.

01.

SITA OPERATIONS MANAGER

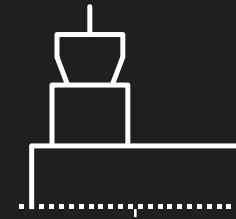
Streamline your flight management

Optimize flight management both long-term and real-time.

Streamline your flight operations effortlessly with SITA Operations Manager. It's a dynamic solution designed to optimize both your long-term strategies and your real-time decisions.

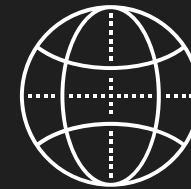
It gives you ways to automatically receive, process and share consolidated data, providing a consistent view of operations in a complex multi-user environment.

SITA Operations Manager also manages the quality and accuracy of the information provided. Utilizing the “most confident” source of information at any given time, users can validate data and manage and resolve any conflicts.



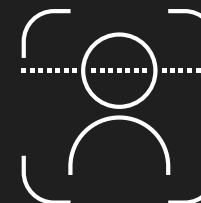
YESTERDAY

Over three decades of airport management systems domain expertise embedded in the product.



TODAY

100+ airports, 9 multi-airport environments.



TOMORROW

Deliver an efficient, future airport experience with contemporary technology.

Achieve operational goals with ease

SITA Operations Manager lets you configure KPIs in real time to maximize non-aeronautical revenue opportunities, reduce environmental impact, and enhance on-time performance. Customize automation to focus on critical tasks, so you can concentrate on more complex issues and improve business outcomes.

Reliable information for swifter decisions

Enjoy peace of mind knowing that stakeholders all have access to the same accurate and reliable information. So everyone can collaborate effectively and respond swiftly to crises and irregular operations (IROPS). Travelers benefit from enhanced confidence and control, ensuring smooth and predictable journeys.



02.

SITA FIXED

RESOURCE MANAGER

Get more from your existing infrastructure

Increase efficiency and passenger satisfaction

Optimize your existing infrastructure and resources to reduce bottlenecks and flight delays and increase passenger satisfaction. With simple one-click decision support functionality, users can manage resources to handle operational flight planning, daily scheduling, and post-operation processes.

A user-friendly interface with KPI based action boards and automated decision support features means that even less experienced users can take effective action, ensuring smooth operations. It also reduces training requirements and simplifies resource management.

Our agile, tailored, modular approach ensures that you get the functionality you need, precisely when you need it. Partner with us to customize features according to your unique requirements, enhancing your operational efficiency.



ABU DHABI AIRPORTS TECHNOLOGY TRANSFORMATION

SITA Airport Management allows Abu Dhabi Airports to proactively manage the operation of AUH by providing real-time information from across all facilities. SITA solutions have enabled the operations team to plan for events before they happen, while ensuring resources are fully optimized.

Abu Dhabi achieved a top 10 ACI ASQ ranking utilizing SITA to help maximize operational efficiency and improve the passenger experience.

Flexible Configuration

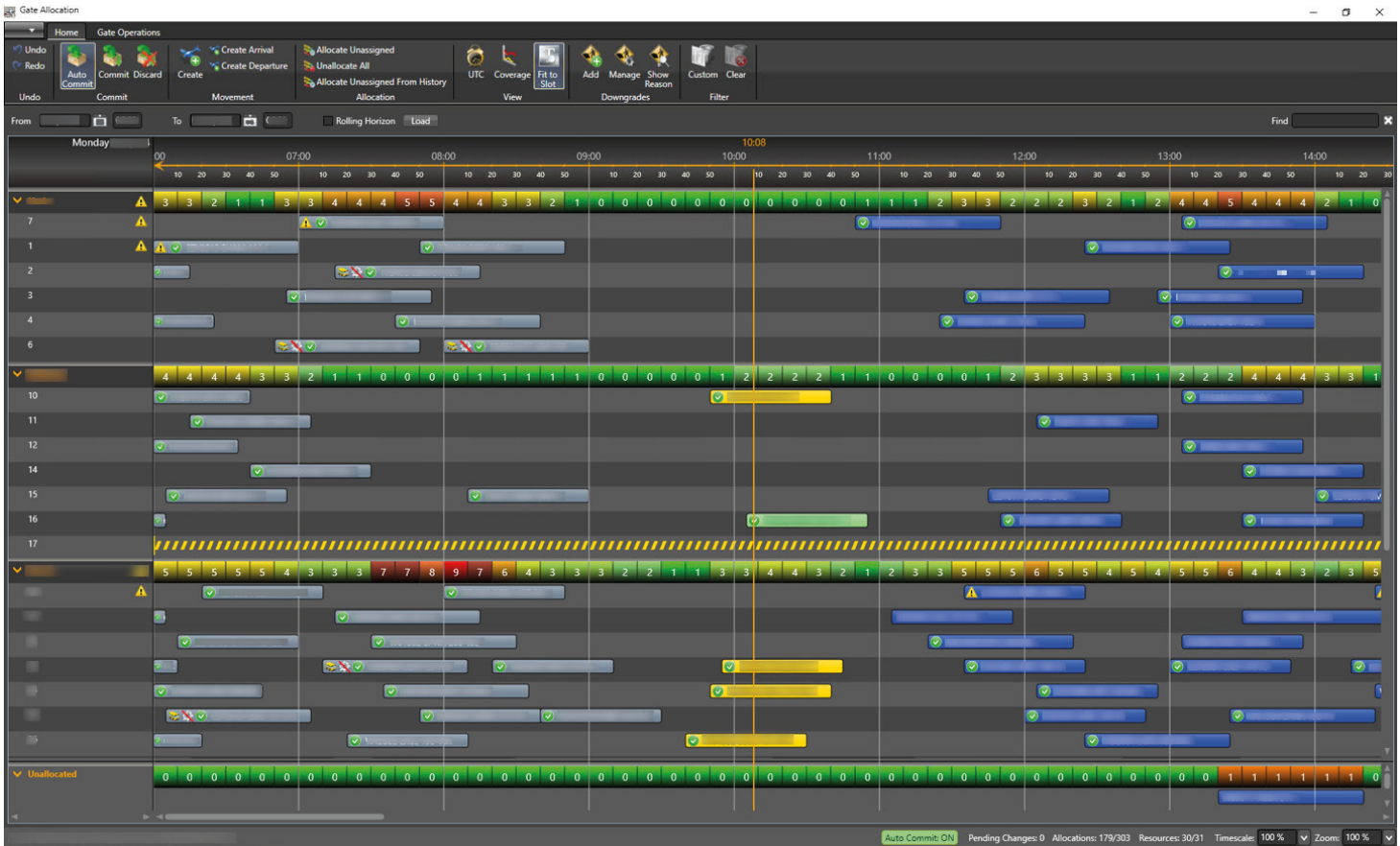
Enjoy multi-rule and variable configuration options to schedule and plan resources dynamically. Optimize resource utilization to maximize efficiency, enabling you to accomplish more with existing infrastructure and defer or avoid costly expansions.

Real-Time Operational Insights

Gain a comprehensive view of your operations with fully integrated planning for day-of operations. Monitor exceptions and changes in real-time, accessing apron, resource usage, and availability statistics to adapt swiftly to evolving situations.

Automated Allocation

Customize resource allocation effortlessly using configurable business rules. Let the automated allocation engine handle routine tasks, allowing you to focus on exceptions and critical decisions as they arise.



SITA's Airport Management puts you in control .

Choose how you flow. In the cloud, on premises or hybrid
SITA products are designed with all our customers in mind. That's why SITA's Airport Management is available as a cloud solution in Azure as well as on premises or hybrid.

The cloud option brings you all the benefits of Azure including data residency, security, high availability and data sovereignty. It's available on a Software as a Service model with usage based modeling. All environments are right-sized and auto scaled for efficient use of resources.

Guaranteed data sovereignty

helps you reduce the risk of international disputes or changes in foreign legislation.

Reduced time to market

automation means the time to production can be days rather than months. And improvements and updates are delivered regularly.

Increased security

verification, and authentication are built-in and the system can easily connect and work with well-known global identity providers.

Resilience

enhanced fail over from Azure can keep things running smoothly. Containerization ensures right-sizing of infrastructure and efficient use of resources.

Available anywhere

access the system over the internet.

In depth reporting

monitor KPIs and business metrics in depth. Business intelligence data can be visualized through Microsoft Power BI.

Standardization

deployments can be delivered quickly and safely and new functionalities added on demand.

Sustainability

Increased energy efficiency and reduced climate impact Better hardware and infrastructure to optimize environmental effects.



A MULTI-AIRPORT DEPLOYMENT IN JUST 12 WEEKS.

Our multi- airport operational model uses Standard Operational Processes that are based on a best practice approach and can be adjusted for local rules. It means we can quickly react and deploy – and we recently completed an 11-airport deployment in 12 weeks.

Standard Operational Processes (SOPs) simplify training and rollout, bringing significant cost efficiencies. Which in turn means the technology becomes affordable, even for smaller airports.

There's a lower Total Cost Of Ownership (TCO) and the solution is highly scalable as your airport group grows.



SITA

Your world-leading partner

Smoother air travel
every step of the way.

- Through information and communications technology, SITA helps to make end-to-end journeys easier for passengers – from pre-travel, check-in and baggage processing, to boarding, border control and inflight connectivity.
- We work with around 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.
- 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 customers include airlines, airports, GDSs and governments.
- Created and owned 100% by the industry, SITA is the community's dedicated partner for IT and communications, uniquely able to respond to community needs and issues.
- We provide services over the world's most extensive communications network. It's the vital asset that keeps the global air transport industry connected.
- Our annual Air Transport and Passenger. IT Insights reports for airlines, airports and passengers are industry-renowned, as is our Baggage IT Insights report.



Registered Office

SITA SC
2 Avenue des Olympiades
B-1140 Brussels
Belgium
Tel: +32 (0) 2 745 0517

Geographic Offices

Americas
3100 Cumberland Boulevard
Atlanta, GA 30339
United States of America
Tel: +1 770 850 4500

Asia Pacific
11 Loyang Way
Singapore 508723
Republic of Singapore
Tel: +65 6545 3711

Europe
26 Chemin de Joinville
B.P. 31, 1216 Cointrin
Geneva
Switzerland
Tel: +41 22 747 6111

Middle East & Africa
Holcom Building
Cornich Al Nahr
Beirut - Lebanon

WWW . SITA . AERO