

Automated check-in with a departure control system

Airlines and ground handling agents need a reliable, efficient check-in system to ensure the passenger experience is positive. The use of manual methods means longer check-in times. Moreover, they are prone to errors, which can impact the passenger experience. Automated check-in speeds up the time it takes to process passengers and ultimately leads to happier passengers.

BACKGROUND

Manual check-in

Where no departure control system (DCS) is in place, checking in passengers involves a manual process. This creates long queues that can negatively impact the passenger experience.

Compliance

The process of meeting stringent government requirements for providing passenger information is difficult and slow when data is collected manually.

Baggage

The process of manual bag tag production is becoming unacceptable for most airlines.

SOLUTION

SITA Local DCS automates both the check-in and boarding processes for airports, airlines and ground handlers.

It has an easy-to-use graphical user interface (GUI). It also automatically assigns seats to passengers. In addition to improving the accuracy of all check-in data, the SITA Local DCS GUI produces IATA standard boarding and baggage tags.

It displays data on passengers' seat allocations and details of which agent checked them in. Finally, the system supports pre-departure security screening messages such as APIS (Advance Passenger Information System) and Secure Flight. On flight closure, the system automatically transmits passenger data to the relevant authorities.

BENEFITS

- The efficiency of the check-in and boarding processes increases by accurately monitoring passengers' status and providing agents with overall boarding statuses.
- With faster check-in processing time, dwell time in check-in areas decreases.
- The workload in preparing flights reduces for the users.
- In disruption, the system saves ground staff time by allocating new seats to passengers in less than two minutes. This gives agents a chance to be proactive with passengers in what could be a difficult situation.

RESULTS

**Up to
30%**
faster check-in
and boarding

**Enhances the
customer
experience by
reducing queues**

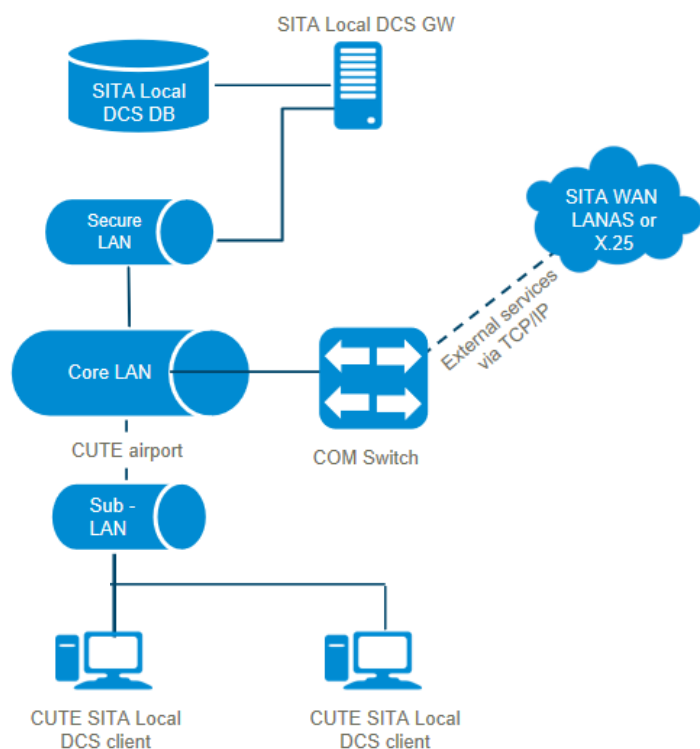
**Provides
government
messaging**



How does it work?

SITA Local DCS Service Topology

CUTE sites hosting local services for an airport will require a SITA Local DCS Gateway server located off the Secure LAN of the CUTE environment.



AT AIRPORTS

SOLUTION COMPONENTS

SITA Local DCS architecture

- The system has been deployed on dual servers locally, thus ensuring product backup should one server stop functioning. Maestro can also be cloud-hosted/virtualized or centrally-hubbed.

Automated check-in and boarding

- Automated check-in ensures a quicker process. Simultaneously, an automated boarding process identifies all passengers who have already boarded as well as those who have yet to board.

GUI

- Intuitive, easy to train GUI

Transmission of messages to governments

- Automatically transmits APIS and flight information to governments when check-in is completed
- Provides security information on passengers including the time they were checked in and by whom

Revenue generation

- Prompts agents to collect excess baggage charges if relevant

CASE STUDY

A Canadian airline operating out of Antigua was using manual check-in processes. This created long queues and occasionally led to passengers having to queue outside the terminal building in very warm weather. The manual processes required a great deal of preflight preparation to ensure the passenger names list (PNL) and special requirements were correct. The manual check-in process made it difficult to meet the Canadian government's requirement for advanced passenger information. The data capture process was slow, and information was not easy to collect.

As a result of installing SITA Local DCS, passenger names are automatically captured, reducing agent workload and increasing operational efficiency. This has eliminated the need for passengers to queue outside the terminal building.

Before introducing SITA Local DCS, the collection and transmission of APIS data involved a manual process which was error-prone. With the new automated check in process, passengers swipe their passports, generating more accurate information for transmission to governments.

For more information please contact us at info@sita.aero