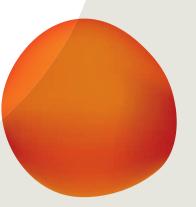# LOW-TOUCH AND MOBILE AIR TRAVEL

for a safer and more efficient passenger experience

**SITA**
AT AIRPORTS

SITA's unique passenger processing solutions deliver the next-generation of mobile and biometric-enabled, low-touch passenger processing

## PIONEERING FEATURES

**1**

### CUSTOMIZED AND MOBILE-ENABLED

**Personalized** customer service delivered through passengers' own **smart devices**

**2**

### LOW-TOUCH

Creating a **safer** and seamless **self-service** experience

**3**

### LEADING EDGE

Next-generation **cloud** and **biometric** technology working together to enable airports' **digital transformation**

**4**

### INNOVATIVE

SITA Flex unlocks rapid innovation for airports and airlines through **building high-value mobile applications** without certification

**5**

### YOUR FACE IS YOUR BOARDING PASS

With SITA Smart Path, passengers' **biometric data** is used at **every check-point**

## SUBSTANTIAL BENEFITS

### USE OF SMART DEVICES

Passengers use smart devices to move through their journey and print bag tags or drop a bag without touching the physical kiosk

### REDUCES PHYSICAL CONTACT

Improved passenger service and experience with reduced physical contact

### BRING YOUR OWN DEVICE

Ground staff and passengers can bring their own device and still use physical shared devices when needed

### GLOBAL PRESENCE

SITA Flex is available in over 460+ existing SITA common-use sites

### END-TO-END SELF-SERVICE

Passengers use their smart devices and biometrics at each touchpoint throughout the airport

### SEAMLESS MIGRATION

Integrated common-use and digital identity platforms allow for easy transition at your own pace

## KEY TRENDS

| BIOMETRIC IDENTIFICATION | DIGITAL TRAVELERS | ONLINE CHECK-IN |
|---|---|---|
| **70%** | **68%** | **51%** |
| of passengers are willing to share their biometric identifiers* | of all passengers will be digital travelers and will expect to manage their travel with their mobile phones** | of passengers check-in online via smartphone devices. This continues to rise as the most preferred way to check-in* |

*Source: 2019 IATA Global Passenger Survey **Source: 2025: Air Travel for a Digital Age Report (September 2019)

## Find out more >

www.sita.aero/sita-flex