ICT.aero
Airport Technologies
What we’re presenting

1. ICT Airport Technologies
2. How does it benefit your business
3. System features
Our Airport Technologies division specializes in the sourcing and development of scalable, cost-effective technology solutions to support airport operations, and maximize financial returns.

Simply, we are a one-stop shop to identify the most strategic, scalable and cost-effective solutions, deploy, operate and support airport technology systems, run the project management office, manage the delivery of multiple vendors, maximize operational and financial ROI, as well as provide operational training and 24/7 support.
Discover our technological solutions to move into a new era of digital performance and customer satisfaction:

• Dispatcher: Operation Control Center and Turnaround Coordinator
• Lost Luggage Management System
• Integrated Lounge Management System
• Flight Information Display System
• Management Dashboard
Introducing

NAS
Lost Luggage Management System

Automated Management • Digital System
Lost Luggage Management System (LLMS)

The Lost Luggage Management System automates the luggage handling process from checking-in to offloading and delivery. The automation reduces manual recording and reporting as well as significantly saves costs in comparison to traditional tracing systems.
With the ICT Lost Luggage Management System (LLMS), airports benefit from an automated system that rapidly tracks lost luggage, tracks its itinerary and notifies passengers immediately. No more manual tracking and reporting.

**LLMS**
Reduced costs and errors

**Automation**
- Automated recording & matching of luggage details via scanners
- Automated instant notification to customer via SMS
- Receive delivery requests via SMS, and automatically process them for delivery.

**Cost Reduction**
- Significant reduction in man hours for data recording and communication.
- Reduction in space required for luggage storage.
- Reduction in communication costs (specially to mobile and international phone numbers)
- Significant cost savings when used as an alternative to traditional lost luggage tracing systems.

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Market Challenges
Handling Luggage Worldwide
Challenges
Luggage Handling Worldwide

Resource Intensive
- Average time to open a file for mishandled luggage is 2 minutes per bag.
- Average time to answer phone calls from passengers enquiring about their lost luggage is 2 minutes per call.
- Average time to contact owners to notify them of the arrival of their lost luggage is 3 minutes per call.

Throughput
For large volumes, updating passengers may be significantly delayed.

Human Error
Manual inventory management and book keeping may result in human error.

Delay in Contacting Passengers
- Significant space is required to store the luggage.
- Some passengers may continue their travel to other destinations.
- Some passengers may suffer unnecessary inconvenience.

Cost
Lost luggage departments are cost centers (Resources, Space, Communication, Systems).

Reporting
Cumbersome

Customer Experience
Poor customer experience
2013 BAGGAGE FACTS AT-A-GLANCE

**3.13 BILLION**
**ENPLAINED PASSENGERS**
(UP FROM 2.98BN IN 2012)

**21.8 MILLION**
**MISHANDLED BAGS**
(DOWN FROM 26.3M IN 2012)

**6.96**
**MISHANDLED BAGS PER 1,000 PASSENGERS**
(DOWN FROM 8.83 IN 2012)

**60%+**
Airline expect to be sending bag location updates and enabling missing bag reports via smartphones by 2016

2013 Breakdown of mishandled bags

- **3.3%** Delayed bags
- **15.5%** Damaged/Pilfered bags
- **81.2%** Lost/Stolen bags

Source: SITA 2014 Baggage Report

SITA 2014
Baggage Handling Report
NAS
Lost Luggage Management System
Solution and Benefits
Automated processing of delivery requests via SMS, email, mobile app and portal.

Tariff calculation

Automated billing

Payment gateway integration

24*7 mobile app and online portal to check lost luggage status

Reduced transit time between luggage arrival and notification SMS.

Multiple Language support

Optional Self-service kiosks

With the NAS Lost Luggage Management System (LLMS), airports benefit from an automated system that rapidly tracks lost luggage, tracks its itinerary and notifies passengers immediately. No more manual tracking and reporting.
Benefits
Reduced costs and errors

With the NAS Lost Luggage Management System (LLMS), airports benefit from an automated system that rapidly tracks lost luggage, tracks its itinerary and notifies passengers immediately. No more manual tracking and reporting.

Automated Messaging

- Automated messaging to update passengers
- Less lost time
- Increased efficiency and satisfaction

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A case study of an anonymous airport in which the NAS LLMS was deployed and provided immediate results to handling lost luggage, ultimately providing a satisfying experience to passengers.

**Case of Airport X, Before NAS LLMS**
- 30,000 lost bags
- 60,000 phone call queries by owners
- 20% of calls were answered
- 156 business days - Estimated time required to answer all query calls.

**Delivery Requests**
- In person: 70%
- By SMS: 30%

**Case of Airport X, After NAS LLMS**
- On reporting lost bags, owners are provided with thermal receipt which contains a reference number and online self service portal to check the status.
- Automated phone message was set to refer callers to the online portal.
- Agents spent less time answering calls, and more time delivering bags
- Instant SMS update offered delivery service.
- Number of deliver requests received 7,200 bag (24%)
- Number of delivery request increased by 233%
The LLMS comes with automation components to make tracking and handling luggage faster and easier, minimizing human errors and manual inefficiency.
Call us
To discuss

Contact us today to discuss the features of the NAS Lounge Check-in System and how it can benefit you and your customers.

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Thank You