



Highlights

- Extend functionality and intelligence to baggage handling systems, improving governance and real-time control over baggage handling, with process visualization and real-time decision support
 - Deliver the right bag to the right place at the right time thanks to end-to-end tracking and tracing of the baggage handling process from on-blocks to off-blocks across multiple hubs
 - Enable baggage process optimization, reporting and problem resolution by means of management information system capabilities
 - Improve resources usage, including people, mechanical systems and smart robots, and lower total cost of ownership through decision support, optimization and planning
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Baggage management for travel and transportation

Airports and airlines around the world strive to offer their passengers a hassle-free, fast and efficient travel experience. Well-handled baggage is one of the key factors for realizing a positive passenger experience.

The cost and impact of mishandled baggage

From a passenger perspective, well-handled baggage means a fast and efficient check-in at departure, short transfer times, no missing bags and reduced waiting times at reclaim. From an airport, airline and ground handler perspective, smarter baggage handling means optimized baggage planning and resource planning, short turn-around times, excellent process and resource control, and accurate management information to enable an excellent baggage handling operation.

Baggage management solutions from IBM offer a componentized management system for smarter baggage handling, providing an integrated, collaborative baggage handling solution designed to make the most of your current assets, while preparing your system to handle an escalating number of travelers and their bags. Our solutions can be integrated with any electro-mechanical baggage transportation system consisting of conveyor belts, race tracks, early bag storage buffers and sorters. This can result in reduced complexity of a variety of high-level controls systems at the larger airports. Our proven solutions, which support multi-terminal operations, are based on open standards and enable centralized control and planning, which can lead to cost savings.

Enhanced collaborative handling of baggage across airport, airlines and ground handlers

Baggage management solutions from IBM are designed to enable collaborative and integrated management of baggage handling through a robust infrastructure built on service-oriented architecture (SOA) and full tracking and tracing (RFID, 1D/2D barcode, legacy systems),



independent of sensor technology chosen. This enables collaboration across all parties involved in the bag handling process, including airlines, airport authorities and ground handlers.

Thanks to such collaboration, it is possible to:

- Reduce the number of mishandled bags.
- Respond to increasing passenger traffic and baggage volume.
- Address the limited flexibility of mechanized baggage handling systems.
- Improve operational efficiency through end-to-end bag handling process management and visualization (from on-blocks to off-blocks, across multiple hubs).
- Deliver the right bag to the right place at the right time.
- Facilitate process improvements, while analytics capabilities enable information-led business transformation.

Our solutions allow you to treat baggage handling as an end-to-end process, and to control and track baggage from the time it leaves the passenger until the passenger claims it at his or her destination. To this effect RFID is a key underlying technology that enables, in conjunction with traditional bar coding techniques, the tracking and tracing of baggage to improve irregularity report (IR) rates. Our solutions help you to determine if the bag is being transported correctly. If events impact baggage handling capacity, decision support solutions will help you to intervene correctly, prioritizing the processing of specific bags as required, for example ejecting a bag to an emergency chute for urgent handling.

The next generation of baggage handling

An optimized, efficient, highly reliable baggage handling system can mean more business from airlines and more loyal travelers—customers prefer to connect at an airport with a reliable bag transfer service. It can also mean lower irregularity numbers and related costs. At IBM, we understand the importance of keeping these rates low. We are dedicated to helping you meet this goal. Once your solution is implemented, we continue to work with you, providing maintenance and helping you operate the system, as well as expanding it over time to address specific needs including the introduction of smart robots or other new objectives. We also offer performance-based contracts, accepting accountability for the performance of our systems.

Using extensive experience in designing, developing, implementing and supporting baggage handling solutions at various major airports, IBM® Global Business Services® has established a worldwide Competency Center for Baggage Handling Solutions in Amsterdam, The Netherlands—supported by a delivery capability in Dalian, China. The Competency Center delivers state-of-art and reliable baggage handling solutions and services to airlines and airports around the world, including consulting services, solution design, development, implementation and testing, as well as post-implementation support.

For more information

To learn more about the baggage handling solution from IBM, please contact your IBM or IBM Business Partner, or visit: ibm.com/travel

Or contact the Aviation Competence Center directly:
thierry_gnych@be.ibm.com
i.crauwels@nl.ibm.com



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Route 100
Somers, NY 10589

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