

# Innovazione tecnologica, digitalizzazione per il settore Aviation e riflessi assicurativi

Convegno MAT ANIA – 31 marzo 2022

Sergio Colella, Presidente SITA Europe





# At the heart of the air transport industry

**IT and industry expertise for air travel...**

**95%**

Of **international destinations** are served by SITA

**2,500+**

Airlines, airports, ground handlers and governments, **all working closely with SITA**

**1,000+**

Our airport footprint. With services provided to around **200 countries & territories**

**1,700**

strong global team of **service professionals & field engineers** 'on the ground', 24/7/365

**...supporting almost every airline and airport in the world**

# Travel industry needs have changed

- Health & safety
- Business efficiency and cost
- Agility to adapt to post-pandemic demand
- Sustainability





# New needs drive a strong digitalization wave in Aviation and investments in technology essential to enable the recovery

The **majority of airlines (84%) and airports (81%)** expect to spend the same or more in 2022 vs. 2021

- **automation of passenger process**
- **passenger health certificate** verification
- **self-service** through mobile services, touchless and low-touch technologies
- **passenger identity management** driven by biometrics
- reduce costs by optimizing **operational efficiency**
- transformation to achieve the **emission reduction** goals

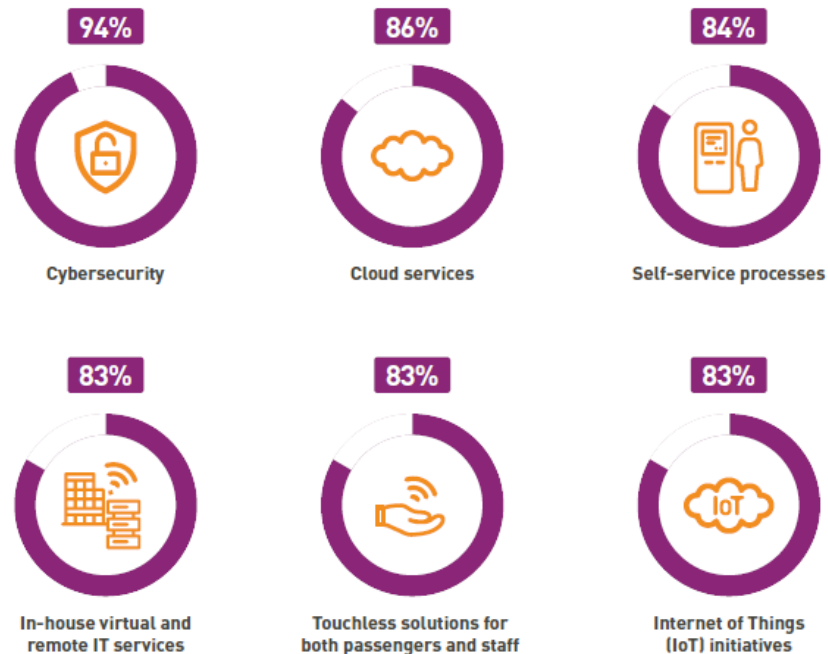
SITA's 2021 Air Transport IT Insights

THE FUTURE OF AIR TRAVEL MUST BE...



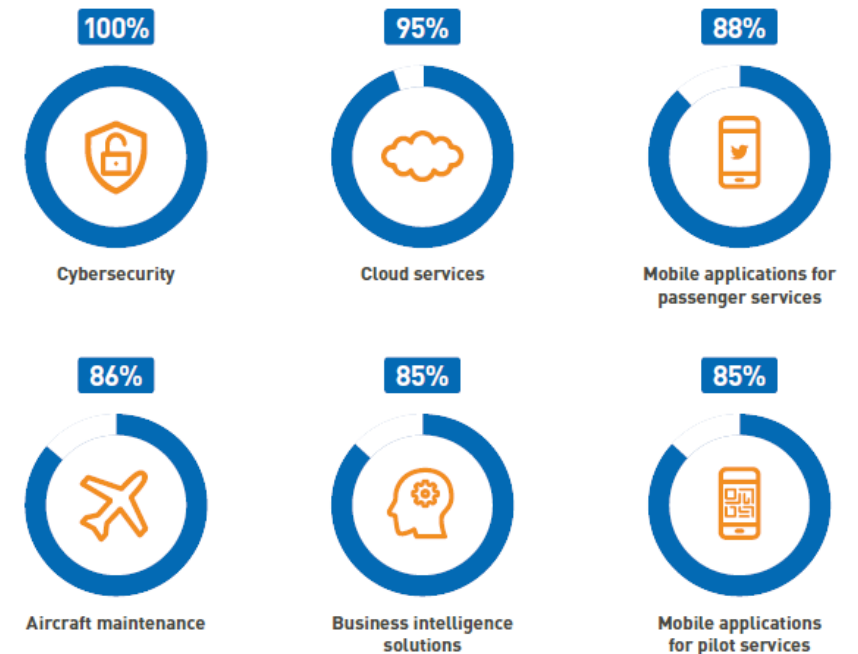
# And no surprise Cybersecurity is very high on the agenda

## TOP INVESTMENT PRIORITIES FOR AIRPORTS



% of airports planning major programs / R&D by 2024

## INVESTMENT PRIORITIES FOR AIRLINES

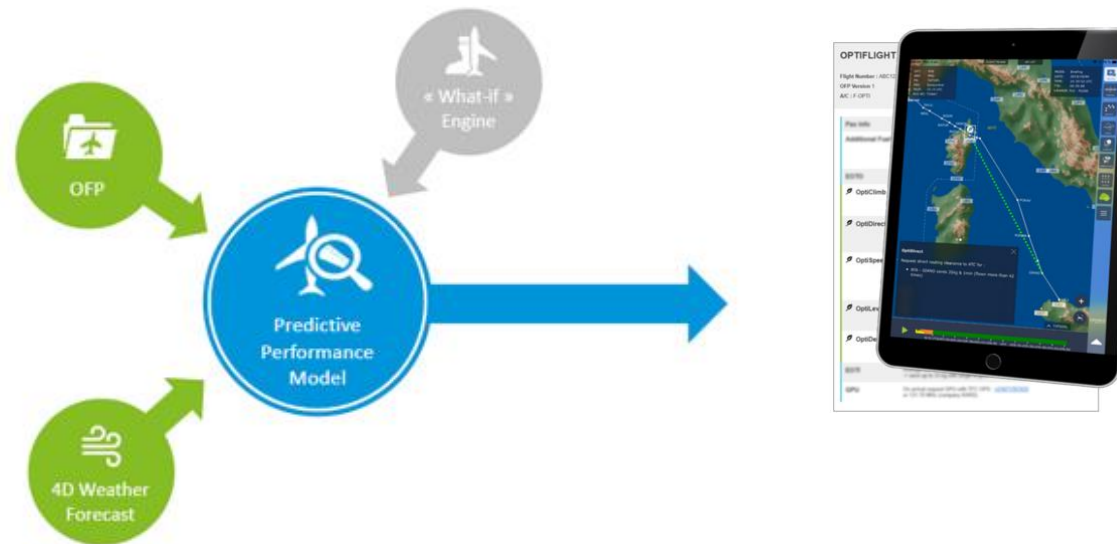


% of airlines planning major programs / R&D by 2024

# Examples of digitalization and risks/costs implications



**\$60bn** cost of flight delays and disruptions each year



- Transatlantic **turbulence** 40% rise by 2050
- **eWAS Pilot** alleviates cost of flight disruption
- Discretionary fuel saving: **up to 10%**

- **\$55,000** in aircraft damage and delay compensation on new routes
- **50,000** pilot users
- **eWAS Dispatch, FlightFolder** – efficiency through tracking and briefings

# Examples of digitalization and risks/costs implications



**\$2.4bn** the cost of mishandled bags each year\*

Investments in technology for airports to support their airline and ground handler tenants continue to reduce the number of mishandled bags



[WorldTracer® Lost & Found Property](#), launched in 2021, cuts the cost of repatriating lost passenger items (on an aircraft or at the airport) by 90%.

Baggage data could enable pro-active and automated processing of insurance events ?

*\* Figures 2019. Pre-pandemic*

# Examples of digitalization and risks/costs implications



**5.6 million** tons of CO2 could be avoided  
**7-10%** of the industry's more immediate carbon emission savings expected from improving operations, infrastructure and collaboration

<div>On the ground</div> <div></div>	SITA Airport Management A-CDM	<div>In the air</div> <div></div>	eWAS Dispatch / eWAS Pilot OptiFlight FlightFolder CrewTab
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SITA is a certified CarbonNeutral® company



\* 5-6% saving of climb-out fuel. Climb-out is 112m tons p.a.





# Examples of digitalization and risks/costs implications



**100%** control - Technologies for safe journeys and operational efficiencies, at lower cost, at every touchpoint



‘Your mobile as your remote control for travel’



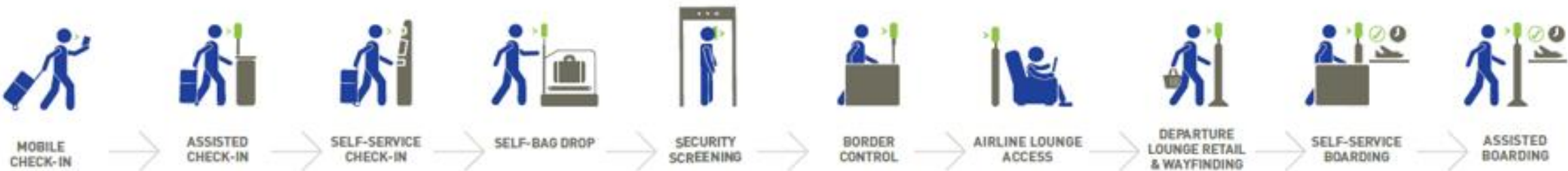
‘Your face as your boarding pass’

## Low-touch airport

- ✓ **Mobile, touchless** kiosks, bag drops, scanners, facepods etc
- ✓ **Cloud, SaaS, biometrics self-service platforms**

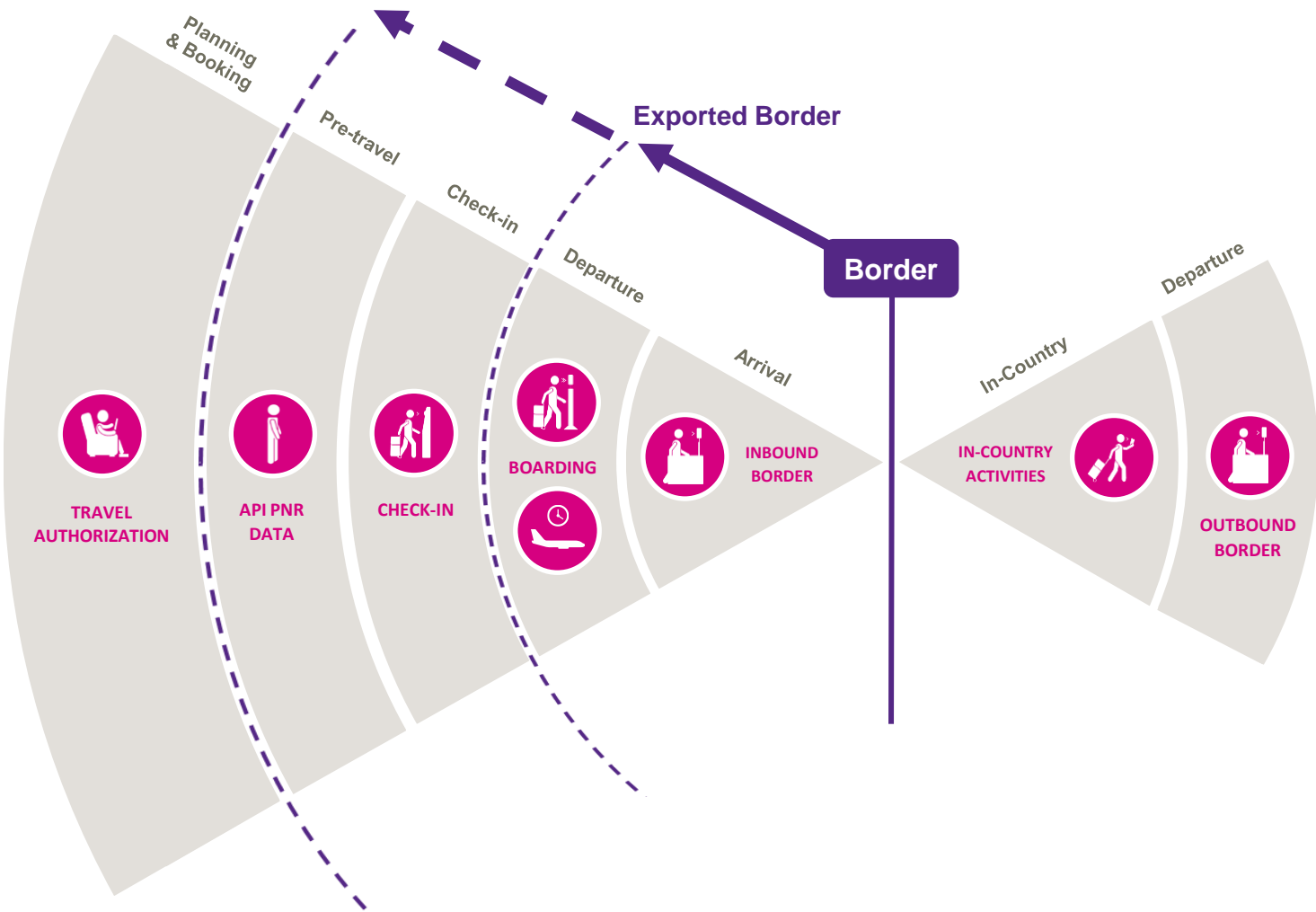
- Mobile identity, kiosks, bag drops, self-boarding gates ...
- Fast touchless bag-tagging

- **Self-service biometrics:** SITA Smart Path
- **Contactless** checks, NEC, face covering, temperature checks



# Examples of digitalization and risks/costs implications

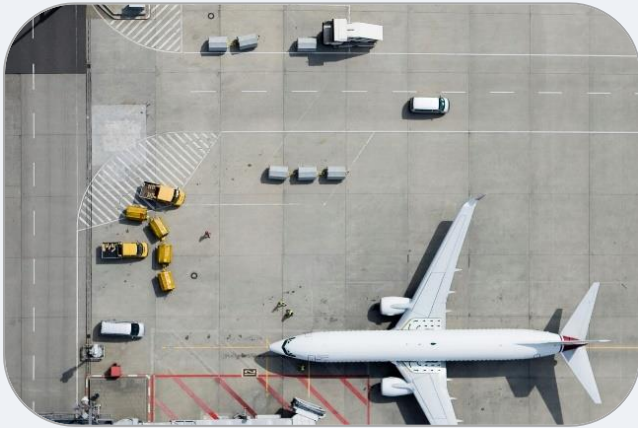
Integrated Border Management – Enhance security and compliance, including health



- ✓ Earlier insight on who is traveling
- ✓ Turn data into intelligence
- ✓ Digital transformation of end to end process
- ✓ Deny boarding undesirable travelers
- ✓ Supports a frictionless border



# THANK YOU



## Easy and safe travel every step of the way