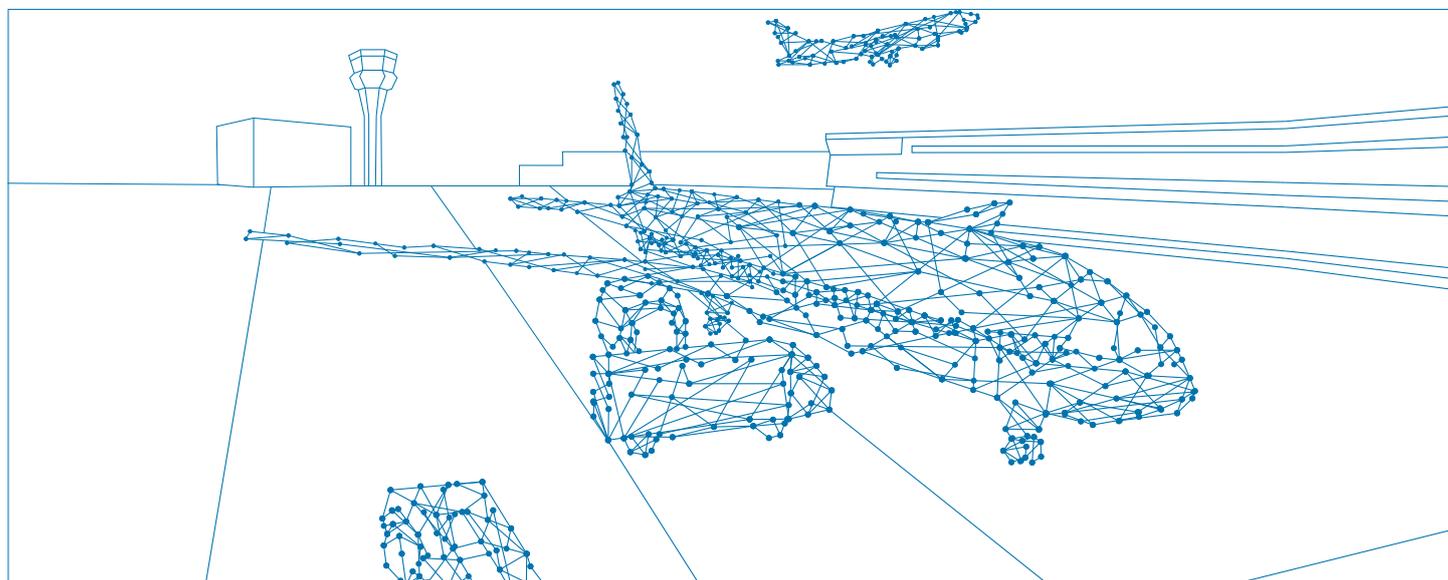


towards air transport of the future

with Atos integrated air transport solutions



Efficiently integrated solutions for transport of people and goods will be one of the biggest challenges of the future when it comes to ensuring sustainable growth.

The world is on the move! Today, the number of journeys made in this globalized economy is increasing exponentially and the total volume of freight will double within the next 20 years. The time has long passed when travel was a great adventure, limited to just a few privileged people. Most of us think of travel as a basic necessity not as an unusual privilege.

Transport companies operate in a world where everything happens faster than ever before and everything is more interconnected. Competition between the commercial airports is getting more intense. Competition exists between countries to develop their airports as hubs. An essential ingredient in a successful economy.

Every journey has stages and connections. For air travel, in particular, every stage along the way adds up to a complete passenger experience and every detail must be perfect to ensure high levels of security, efficient passenger management, on-time performance and fewer misplaced bags, delivering a complete satisfying experience to the traveler.

Organizations with vastly reduced budgets transform to ensure a sustainable business future whilst, at the same time, improving current levels of service. These challenges are tough, but they cannot be ignored. Organizations that are transformed and prepared for growth will be the winners in the Air Transport Future.

Customer value & Operational excellence need to go hand in hand.

Efficiently integrated solutions for people and freight transport will be one of the biggest challenges of the future when it comes to ensuring sustainable growth.

So what is to be done?

From silos to integrated thinking



Complex challenges cannot be dealt with one by one since interdependencies are the center of gravity for air transport of the future.

- ▶ Customer experience is determined by the performance of the whole airport eco-system. It depends on accurate, timely information, simple and fool-proof ticketing and non-obtrusive security, backed by efficient baggage and cargo handling.
- ▶ Airports benefit more and more from other service groups like airline, security and retail services.
- ▶ Securing safety in airspace and many airports is a government responsibility. For intelligence driven security information sharing is critical and requires both excellent service levels and meticulous process management. Collaboration between stakeholders and their systems is imperative.

To make a real difference, collaboration is key. Maximizing output with limited resources and minimal eco-impact in an environment with external threats requires tailored, focused and integrated IT solutions.

An integrated vision from Atos

For Atos, Air Transport of the Future consists of a seamless, complete journey, delivering complete customer satisfaction. This happens through an extended collaboration within the complete airport eco-system, allowing sustainable expansion of airport operations while reducing cost and improving efficiency.

Integrated Air Transport Solutions

Atos brings a new kind of thinking to Air Transport: an approach based on a truly integrated vision. Atos creates solutions that have common characteristics, as they all:

- ▶ Interconnect and are able to work together
- ▶ Focus on delivering improved real-world performance, measured in terms of speed, efficiency, sustainability and passenger experience
- ▶ Deliver high efficiency, integrated outcomes
- ▶ Are ready for the Cloud

Atos Integrated Air Transport Solutions (IATS) is an end-to-end approach, looking at all aspects involved in Air Transport Operations. The Atos IATS concept delivers better performance today and acts as the first step to the future.

IATS includes capability, solutions in three key areas:

Enhanced passenger experience: By using technology focused on passengers, Atos provides benefits for the airport eco-system by improving passenger management. Journey planning, mobile check-in, passenger guidance, bag services, loyalty solutions, passenger information services, retail services and payment solutions ensure an improved passenger experience and higher customer satisfaction.

End-to-end Airport Integration Platform: Atos offers a comprehensive solution, integrating all airport applications, with built-in optimized airport business processes based on best practices and Atos expertise globally. The Airport Integration Platform is based on industry standard service oriented architecture, adapted to the requirements of air transport operators. By using readymade interfaces to most critical airport applications and an open architecture, facilitating integration with legacy and custom applications, the Airport Integration Platform optimizes the quality and efficiency of operations across the board. This reduces costs while maximizing commercial potential.

Ready for the Cloud: Atos' offerings are ready for cloud computing. Delivering business applications and processes, and other IT services while ensuring that they conform to the accepted standards and practices of the industry. Providing an agile solution where cloud and legacy technologies combine to offer a best customer fit.

Towards Air Transport of the Future

Air Transport's future characterizes itself as dynamic where challenges lie in integrating a rapidly growing market with vastly reduced budgets and increased customer demands. In order to ensure sustainable growth, the airport eco-system has to be on top of its game.



At Bangalore, Delhi and GMR Hyderabad International Airports Atos has been the Master System Integrator of all IT & Communication systems, including the Airport Operational Database, the Flight Information Display System and Financial Accounting system.

Both airlines and airports need to take advantage of every opportunity to ensure that flights are on time and passengers don't miss their connections. Atos offered Lufthansa the most efficient means of optimizing their use of resource. Atos' Hub Management System provides the efficient control, integration, coordination and optimization of all ground handling processes. It helps to meet the rising cost sensitivity generated by increasing competition between both airlines and airports.

- ▶ Providing higher customer satisfaction by offering a complete seamless journey through integrated solutions for travelers that gives them detailed insights, context-related services and access to all key travel processes. From planning to check-in and connection times, from retail opportunities to places of interest, from local weather to issues that might impact their journey.
- ▶ Achieving operational excellence by quickly and flexibly integrating various own and external systems using one systematic approach for systems and business process integration. Lowering costs, improving time to market and quality, generating the highest possible flexibility.

The Atos Integrated Air Transport Solutions concept provides an integration backbone for all air transport applications. It comes with reusable adapters for common airport applications like Travel Portals, Mobile Check-In, Biometric Passenger Processing, Passenger Tracking-Contextual Passenger Guidance, Passenger & Visitor CRM, Bag Management, Hub Management, Security and people movement monitoring as well as passenger self-service and information solutions. This means quick and easy integration and implementation.

Delivering better performance today and acts as the first step to the future.

For more information, click here: atos.net/XXX

