

# Aviation Industry Trends

Riyadh

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#TS310523



The SITA logo in white, bold, sans-serif font, positioned in the bottom right corner of the page. The background of the entire page is a photograph of a man in a white thobe and ghutra standing on a stone wall, looking towards the sky where an airplane is flying.

# Recap...



2019 – Infrastructure to meet growing demand

2020 – Agility & Flexibility

2021 – Commitment to Full recovery

2022 – Scalability & Seamless Pax Experience

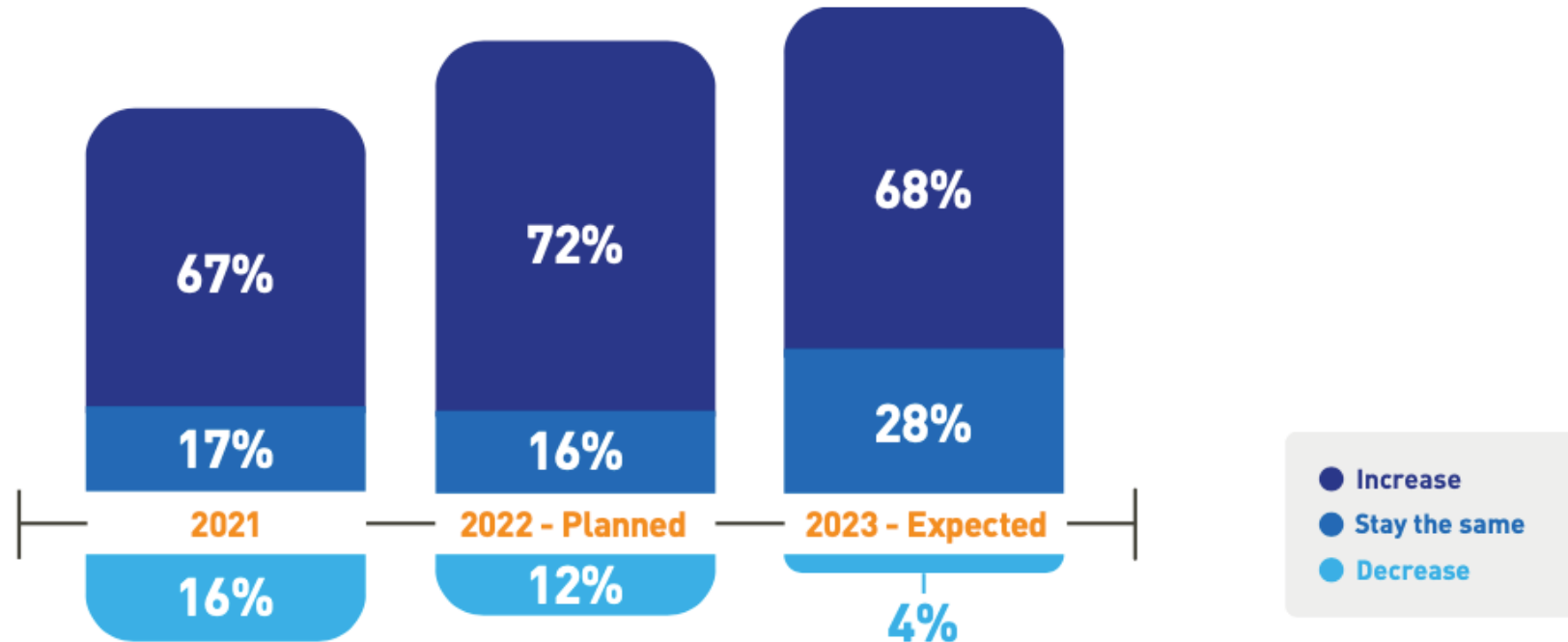
Cloud

Biometric

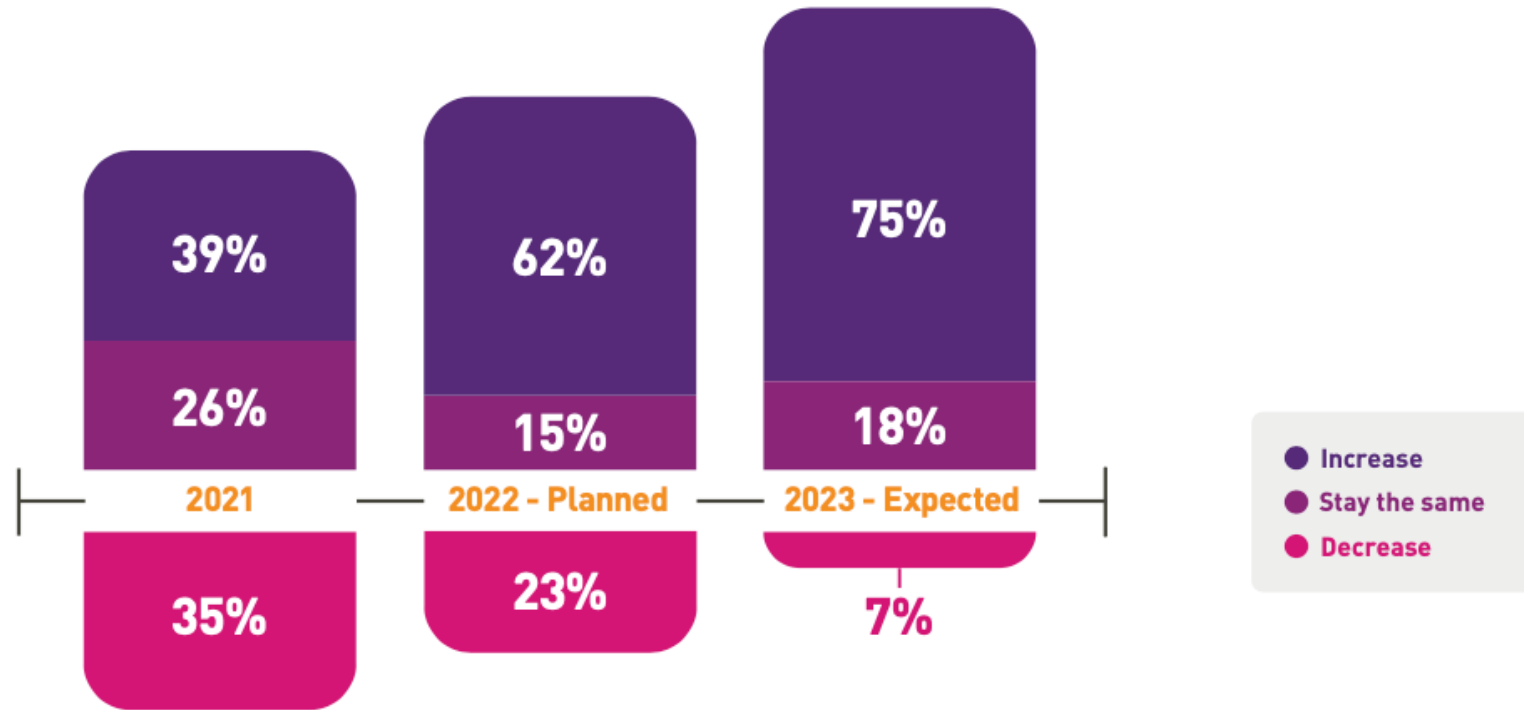
Manage  
Disruption

Collaboration

# Airlines IT Spend



# Airports IT Spend



# Priorities for IT Services



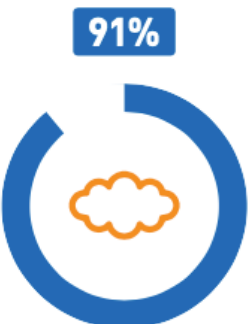
Cybersecurity



Mobile applications for passenger services



IT service management enhancement



Cloud services



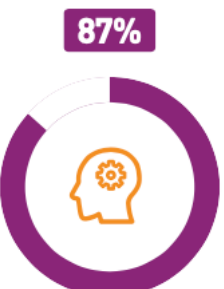
Disruption warning system



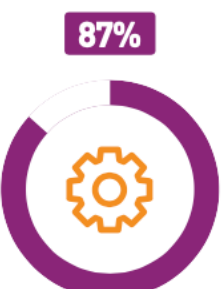
Cybersecurity



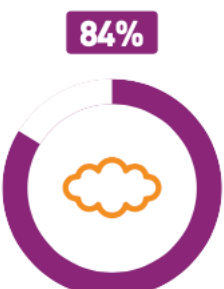
Self-service processes



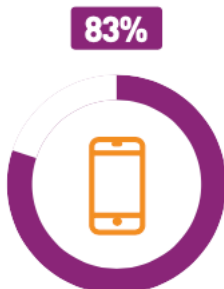
Business intelligence solutions



Common use infrastructure



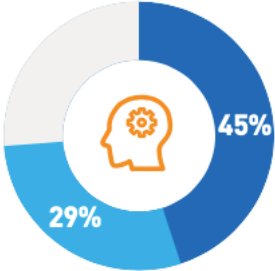
Cloud services



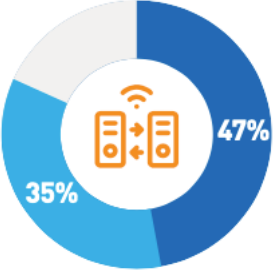
1. Touchless solutions for passengers  
2. Applications for passengers' mobile and digital services



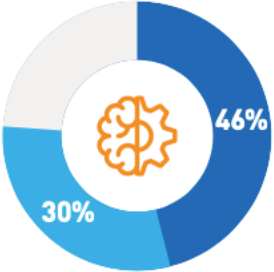
# Priorities for Technologies



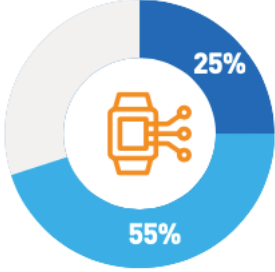
Business intelligence software



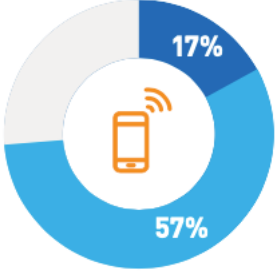
Data exchange technology (XML)



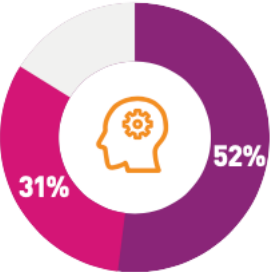
Artificial intelligence (AI)



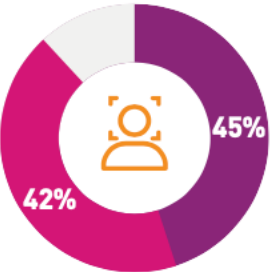
RFID



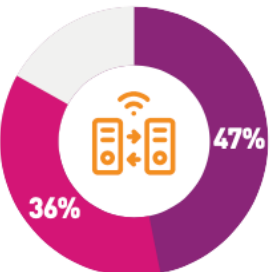
Near Field Communications



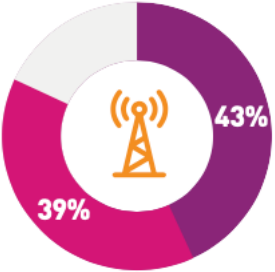
Business intelligence software



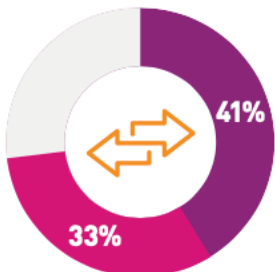
Biometric ID management



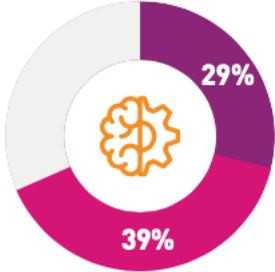
Data exchange technology (XML)



5G communications network



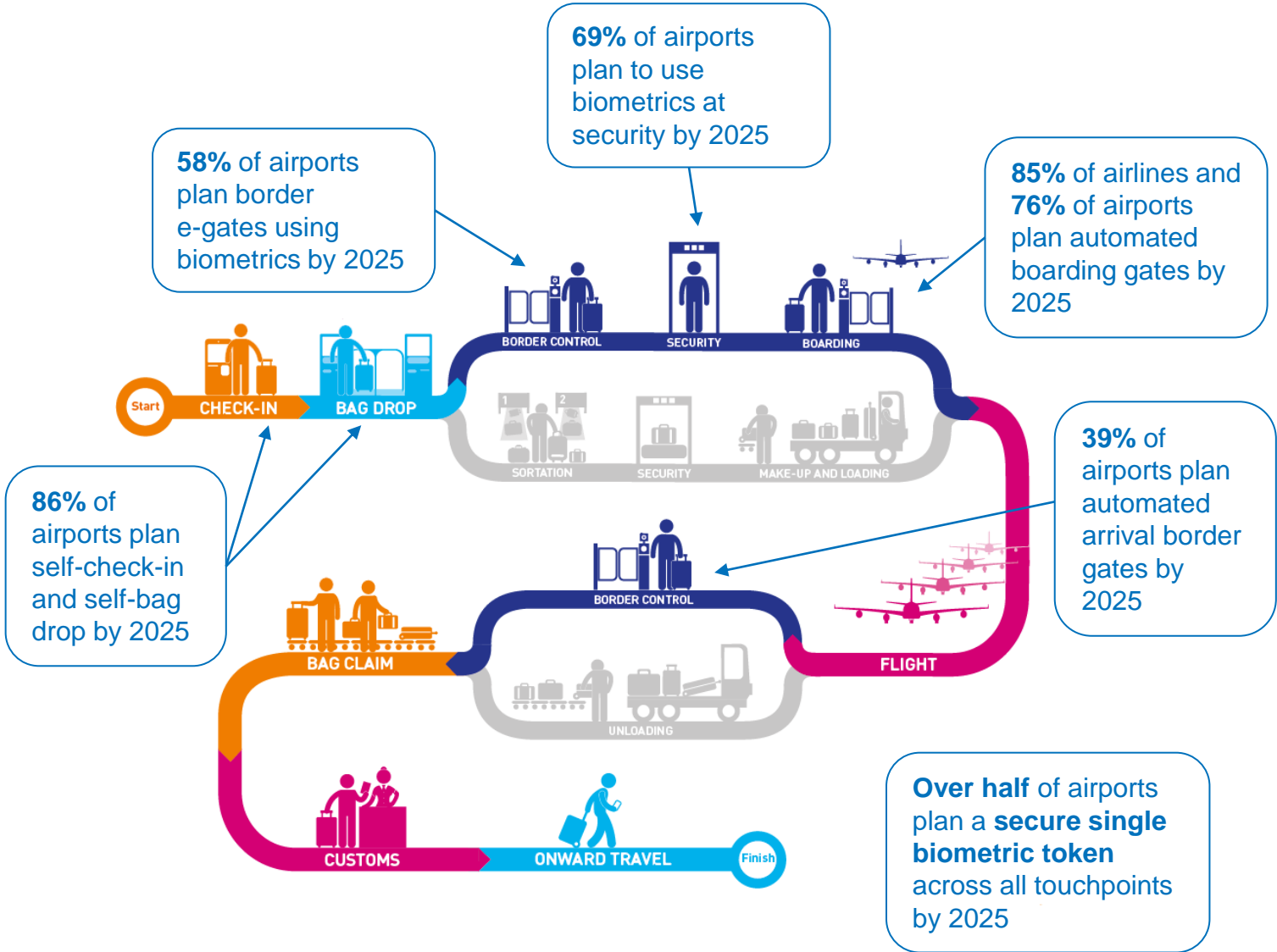
Interactive navigation/wayfinding solutions



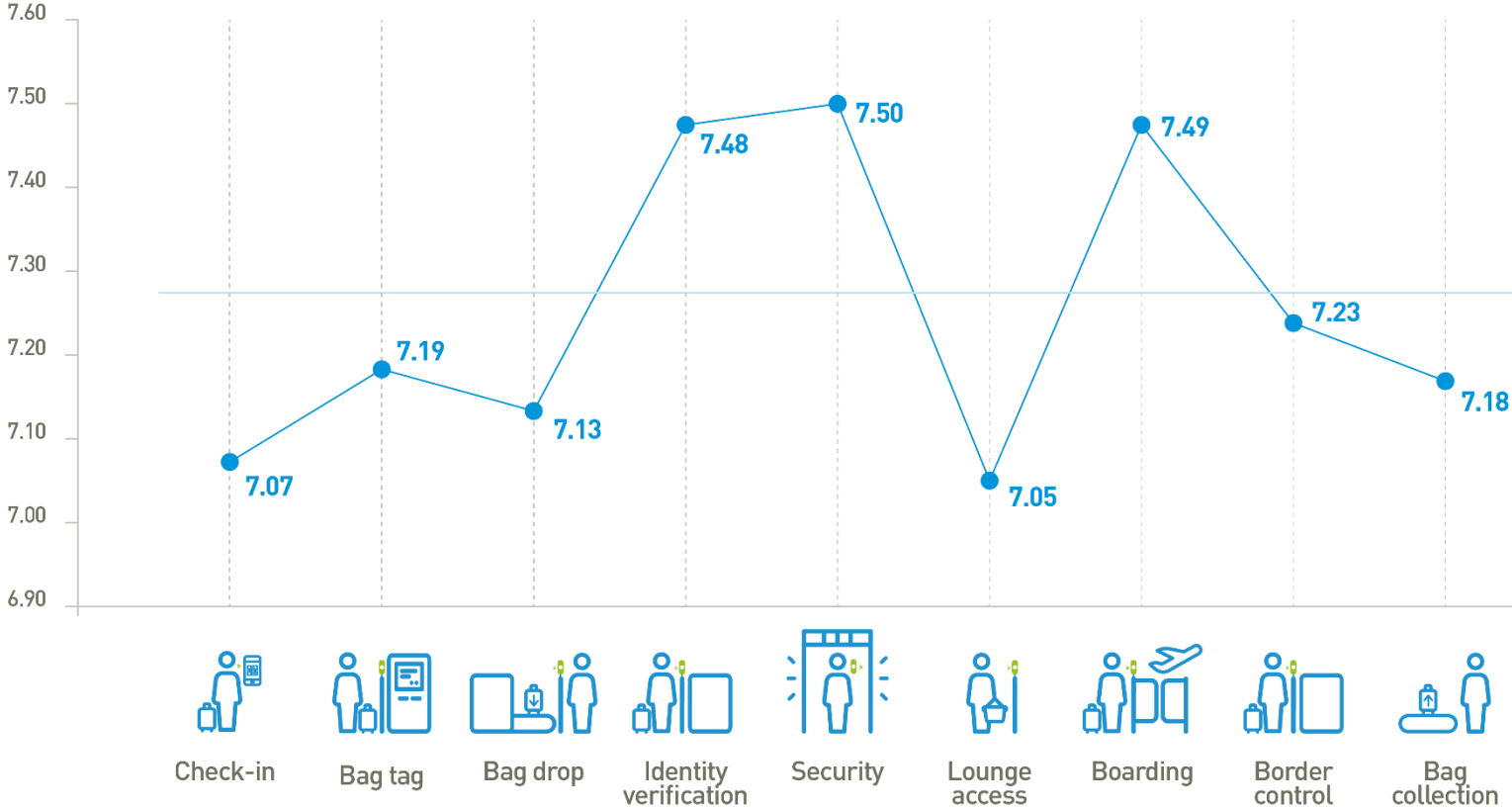
Artificial intelligence (AI)



# Self-service Biometrics



# Self-service Biometrics

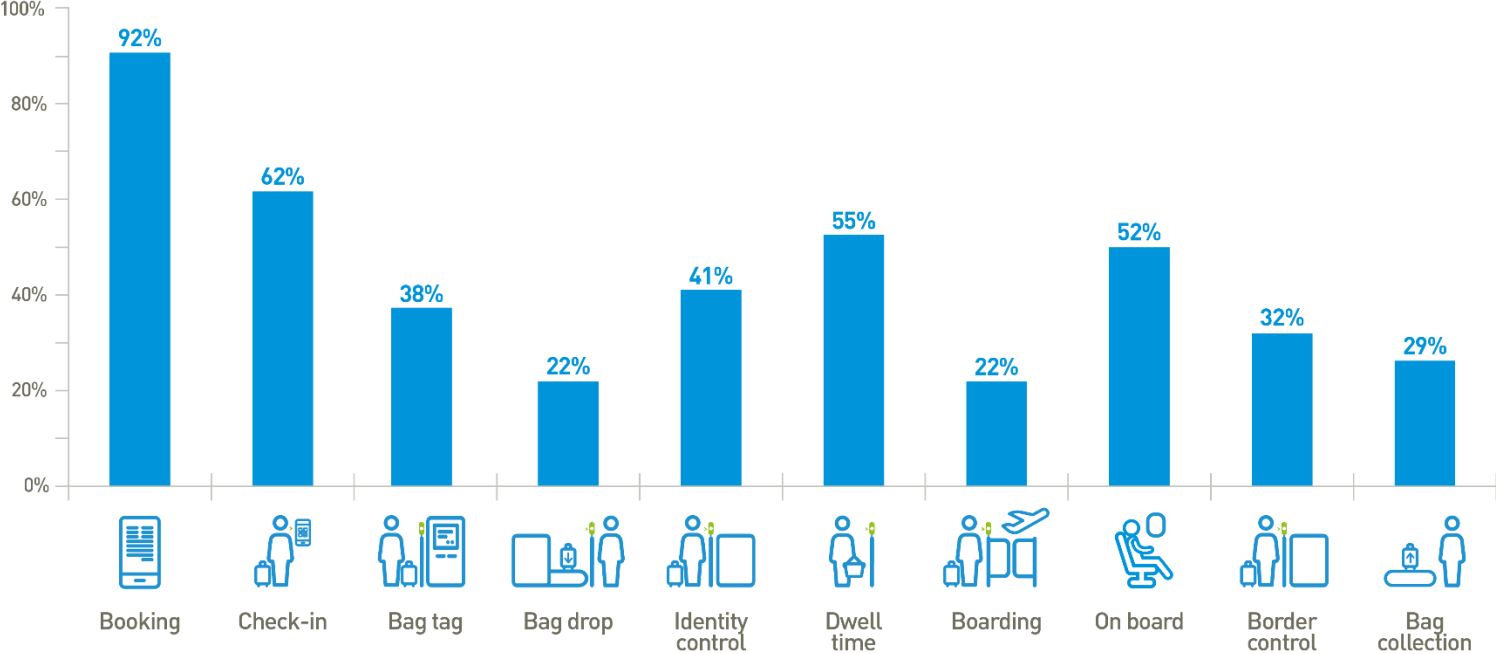


% of passengers ranking how comfortable they would be with the use of biometrics to identify them at each travel step in 2022





# Passenger Technology Adoption



% of passengers using technology (mobile, kiosk, automated gates, web) in 2022

