



Case Study

Lufthansa and SITA automate baggage reflighting: A game changer in streamlining operations cost effectively



Overview

Losing a bag during a flight connection is a frustrating experience for travelers. It's also a costly problem for airlines. Mishandled baggage has always been a challenge, but after the COVID-19 pandemic and the resulting job losses across the aviation industry, finding a solution has become more important than ever.

The challenge:

- Numbers of mishandled bags reduced from 7.6 bags per 1000 passengers in 2022 to 6.9 in 2023.
- However, global passenger traffic is expected to double by 2040.
- Passenger expectations of technology in terms of increased visibility and fewer delays are increasing.

The solution:

To tackle these challenges, Lufthansa and SITA joined forces, bringing in SITA WorldTracer® Auto Reflight automation to not only cut down on baggage mishandling costs, but also to improve the overall travel experience for passengers.

“At Lufthansa, we see great potential in automating reflighting processes, aiming for a more efficient and digitalized approach.”

Viktorija Rudo, Senior Manager, Lufthansa Group



70% OF
MISHANDLED BAGS
AUTOMATICALLY
REFLOWN

The innovative Auto Reflight system, an add-on to WorldTracer, automatically rebooks baggage on new flights without any need for human intervention. And Lufthansa is already seeing the benefits:

- Saves time and cuts costs by automating flight rerouting for rush bags, using the original bag tag, eliminating the need for new tags.
- Enhances sustainability by cutting paper consumption and supporting CO2 net-zero targets.
- Enables passenger notification, allowing them to bypass the baggage hall, and facilitates baggage delivery.

The SITA Auto Reflight solution builds on previous collaborations, including WorldTracer Desktop and Passenger Self Services, and aims to further optimize Lufthansa's Baggage Management Services.

Benefits and results

Early results look really promising - at Munich Airport, 70% of mishandled bags can now be automatically reflowed using this system. The system will go live across Lufthansa's entire global network, offering substantial benefits not just to Lufthansa but also to other airlines that utilize SITA's technology.

“SITA’s solution addresses critical industry needs, ensuring mishandled bags are swiftly reunited with their owners.”

Sergio Colella, SITA President for Europe