

SITA

Case Study

Setting a new standard
at Zurich Airport: Swiss
Airlines' 80% Automated
Reflight Success



Overview

Automating reflight operations doesn't just save airlines money - it lightens the load on their teams. By automating these processes, airlines can make smarter decisions, better manage resources, and easily scale up during busy travel times. This end-to-end automation is making a real difference in how airlines like Swiss International Airlines operate, especially during those peak periods.

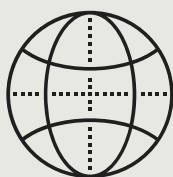
The challenge:

- Mishandled baggage is still a costly problem, but automation could save the airline industry up to \$30 million each year.
- Efficient baggage handling is essential, especially during peak travel times, keeping operations running smoothly and passengers happy.
- Swiss International Airlines need to work closely with Swissport to fine-tune ground operations, ensuring a smooth fit with Zurich Airport's unique needs.

The solution:

Swiss International Airlines, in partnership with Swissport and SITA, has rolled out SITA WorldTracer® Auto Reflight solution at Zurich Airport. This cutting-edge automation is revolutionizing baggage handling by managing mishandled bags without human involvement.

Auto Reflight automatically rebooks bags using their original tags, identifying any issues without needing human intervention. Some of the key features include:





Benefits and results

The solution is delivering significant cost savings and optimizing their resource use during busy periods. Its successful launch has led to a more automated baggage handling process at Zurich Airport, with an impressive 80% automation rate shortly after implementation. This only serves to highlight the system's ability to adapt to different airport environments, whether manual or tech-equipped.

“Working directly with SITA and our partners at Zurich Airport, we developed a system that streamlines everyday operations and makes handling lost luggage more efficient. The best feedback comes from seeing critical staff praise the system for making their jobs easier and helping them to focus on tasks that require their expertise. I’m also impressed by the system’s high success rate. We look forward to collaborating further with SITA to expand its capabilities and address more mishandled bag scenarios.”

Joel Widmer, Project Manager at SWISS Ground Operations

The good news for Swiss International Airlines is that they’re now seeing much faster resolutions for mishandled bags, are benefiting from smoother operations and passengers get an enhanced experience.

“SITA’s WorldTracer® Auto Reflight helps airlines to manage baggage more efficiently, making the process more reliable and cost-effective.”

Tupac Bastidas, Senior Product Manager, SITA