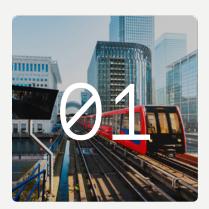**SITA**

Top 5 Tips: Intermodal travel

Most travel solutions today are focused on one segment of the journey, using a single means of transport, whether that's by land, sea or air. Since the pandemic, there is a real demand to travel more seamlessly, no matter what the mode of transport. They want technology to help them plan, book and manage their journeys via their own mobile devices.

It's therefore important to develop and deliver services that are more connected and intermodal, using integrated, scalable digital systems to simplify the passenger journey end-to-end.

Whatever the form of travel, the industry will need to continue focusing on safe and seamless automated journeys, smarter more efficient borders, better on-time performance, and greater capacity. Technology will be fundamental to improving operational efficiencies, adapting to fast-changing regulations, and unifying intermodal journeys.

So what should you be looking for in intermodal travel solutions?

01

Integrated journeys

Joining up the travel experience.

Travelers want each step of the journey to fit neatly with the next, from the moment they walk out the door to take a train to the airport, to their transfer from an arrival airport to a cruise ship. And as with every other aspect of our lives, they want to manage it all through their mobile.

The key to delivering services like these will be integration – focusing on technology providers that use apis and the cloud to extract and manage journey data. A common platform will be needed to facilitate data exchange between different services – such as full itinerary information, disruption notifications, and the total volume of passengers and bags. Trust levels and governance need to be maximized, ensuring security and full GDPR compliance.

02

Providers that offer a full spectrum of services

Look for providers that really understand travel and transportation.

It's important to take a holistic view of the whole passenger journey. This is a journey that doesn't stop on arrival – it takes you right up to the doorstep of global events and tourism experiences.

You need to make sure that the solution you choose can capture and process data, and translate data models from one industry or sector to another, in a consistent manner. This is most likely to come from providers that are already well-experienced in travel and transportation, and who provide services globally, and not just locally.

03

Improved passenger experiences

Deliver seamless travel, end-to-end.

Your intermodal solutions should focus on the passenger journey as a near-walkthrough digital experience – on land, sea or in the air. Whether you're connecting a ferry journey to a flight, or a train trip to a sporting event, you need to be able to keep passengers and staff informed on the status of their multi-leg journey.

Intermodal solutions should be able to improve check-in experiences, with smart handling of baggage, including off-airport check-in. Also think about optimized baggage handling and lost property tracking for tourist and freight operations across airports, ports, train stations, ferries, and cruise lines. Intermodal operations can also be used to help decongest busy airports.

04

Full support, end-to-end, globally

You need to be sure of getting help whenever and wherever you need it.

Intermodal solution providers need to be able to deliver the support you need, on the ground, wherever you do business. Look for providers that have a local presence, globally, and that have solid experience in travel and transportation. Look, too, at commonalities across different travel sectors. Railway stations, for example, have similar requirements to airports, in terms of improving passenger flow, managing disruption, communicating with travelers in multiple languages, and integrating operational and passenger data.

05

Biometric solutions and touchless technologies

Your face is your travel credential.

Across all modes of transport, IT investment priorities are shifting to more self-service, biometrics, and touchless technologies. Already at some airports, passengers can use their mobile phone to manage every step of their journey and their face as their travel credential. This is likely to extend across other forms of transportation, and also into the way people access events and conventions. So it makes sense to work with an intermodal provider that already has expertise in these areas.automated repatriation process from end to end.

Talk to SITA about Intermodal travel: sita.aero