

ICAO TRIP

REGIONAL SYMPOSIUM

BUILDING **FUTURE RESILIENCE:**
THE ROLE OF **SEAMLESS**
AND **CONTACTLESS** TRAVEL



Vladimir Zhitnik

Director of the ground handling complex of
SCAT Airlines JSC

The content of the presentation

01

JSC SCAT Airlines

KEY ASPECTS

02

Innovations applied by SCAT

- ONLINE, ELECTRONIC & DIGITAL SERVICES FOR PASSENGERS;
- AIRCRAFT FLEET AND ROUTE NETWORK EXPANSION PROGRAMS;

03

Innovative tools of the new terminal in Shymkent

PASSENGER CONTROL AND SERVICE SYSTEMS

04

New terminal in Shymkent

AUTOMATED SERVICES AND KEY FEATURES

01

JSC SCAT Airlines

KEY ASPECTS





PRIMARY ACTIVITY

SCAT Airlines is one of the largest air carriers in the Republic of Kazakhstan

SCAT is a qualified provider of professional services in the main areas of civil aviation:

- Regular flights;
- Charter flights;
- Tourist flights;
- Repatriation flights;
- Cargo flights;
- Airports construction;
- Aircraft maintenance;
- Personnel training in our own Aviation Training Center;

26 years of successful work

2500 employees

Hundreds of flight destinations

Millions of satisfied passengers

02

Innovations applied by SCAT

- ONLINE, DIGITAL PASSENGERS;
ELECTRONIC SERVICES FOR
&
- AIRCRAFT FLEET AND ROUTE NETWORK PROGRAMS;
EXPANSION





- As part of the project to update the Airline's e-commerce platforms, a new version of the official website SCAT.KZ was developed;
- Due to the complete dominance of mobile devices in online purchases, to increase the convenience of purchasing and inform users, the Airline's mobile application has been developed for the IOS and Android platforms;
- Working on launching an answering machine program for the Customer Support Center;
- Passenger insurance program in case of flight delay/cancellation, curated by subsequent compensation;
- Permanent work of expanding and updating the aircraft fleet. Operating by the newest types of aircraft in the fleet;
- Permanent work of expanding the geography of flights and developing route networks;

03

Innovative tools of the new terminal in Shymkent

PASSENGER CONTROL AND
SERVICE SYSTEMS





Construction of a new terminal at Shymkent International Airport

KEY FEATURES

Total area: 39,000 square meters

4-storey building

Capacity 2000 passengers per hour

7 working zones: arrivals area/check-in area/domestic departures area/international departures area/transfer area/baggage claim area/VIP category area

Automated check-in and baggage handling systems

Move to the digital world

Next-generation of mobile-enabled common-use technology

Moving from the traditional passenger journey: a queue-heavy and congested model that is reliant upon numerous ground agents and passive passengers, with onsite activity only...



To the digital passenger journey: self-service and automated solutions for active and digitally empowered passengers, supported by onsite & off-site activity resulting in seamless airport flow.



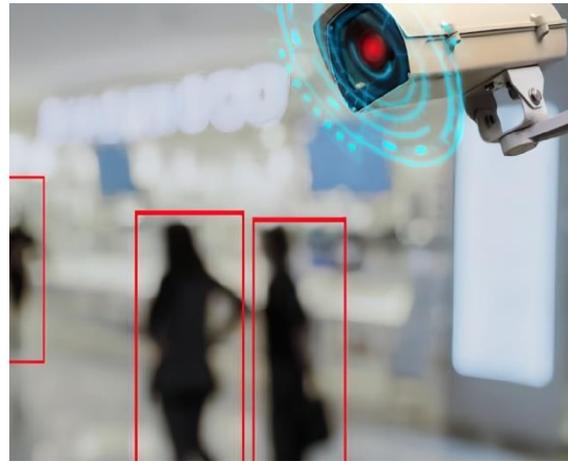
PASSENGER CONTROL AND SERVICE SYSTEMS

Smart video surveillance system at the areas of the station square, passenger terminal, and platform. Analytical capabilities of cameras that will be used in the operation of the new terminal of Shymkent International Airport.



Perimeter protection:

Line crossing detection, intrusion detection, region entry detection, region exit detection.



Base event:

Motion detection (person and vehicle target classification), video tamper alarm, exclusion.



Smart event:

Detection of unattended luggage, detection of object removal;

Scene change detection, audio exception detection;

IDS

Flight information display system with the ability to create templates and broadcast advertising

SITA Passenger Information helps airport stakeholders inform, educate, and captivate passengers via clear audio, eye-catching visuals, and digital touch points.

We get an opportunity to effectively manage the flow of passengers through the airport by communicating important information like flight times and statuses, as well as other key messages.



Improving the passenger experience

As the passenger journey becomes more complex, airports and airlines will need to inform passengers of new health and safety regulations. This is done with clear audio, eye-catching visuals, and digital touch points. Knowing exactly how their journey is progressing should lower passengers' anxiety when moving through the airport.



Grow non-aeronautical revenues

The earning potential will expand by increasing dwell time, creating awareness of dining/retail options, and increasing advertising and promotional opportunities.



Enhancing airport brand image

The credibility is built by communicating consistently and accurately on all consumer digital channels, demonstrating innovation via large contextually aware touchscreens. Data can also be continually leveraged to inform future passenger communication plans.



The SITA Information Display System ensures the right visual and audio messaging reaches all intended passengers accurately and timely. It also provides the opportunity for targeted advertising, potentially increasing the revenue.

PFM

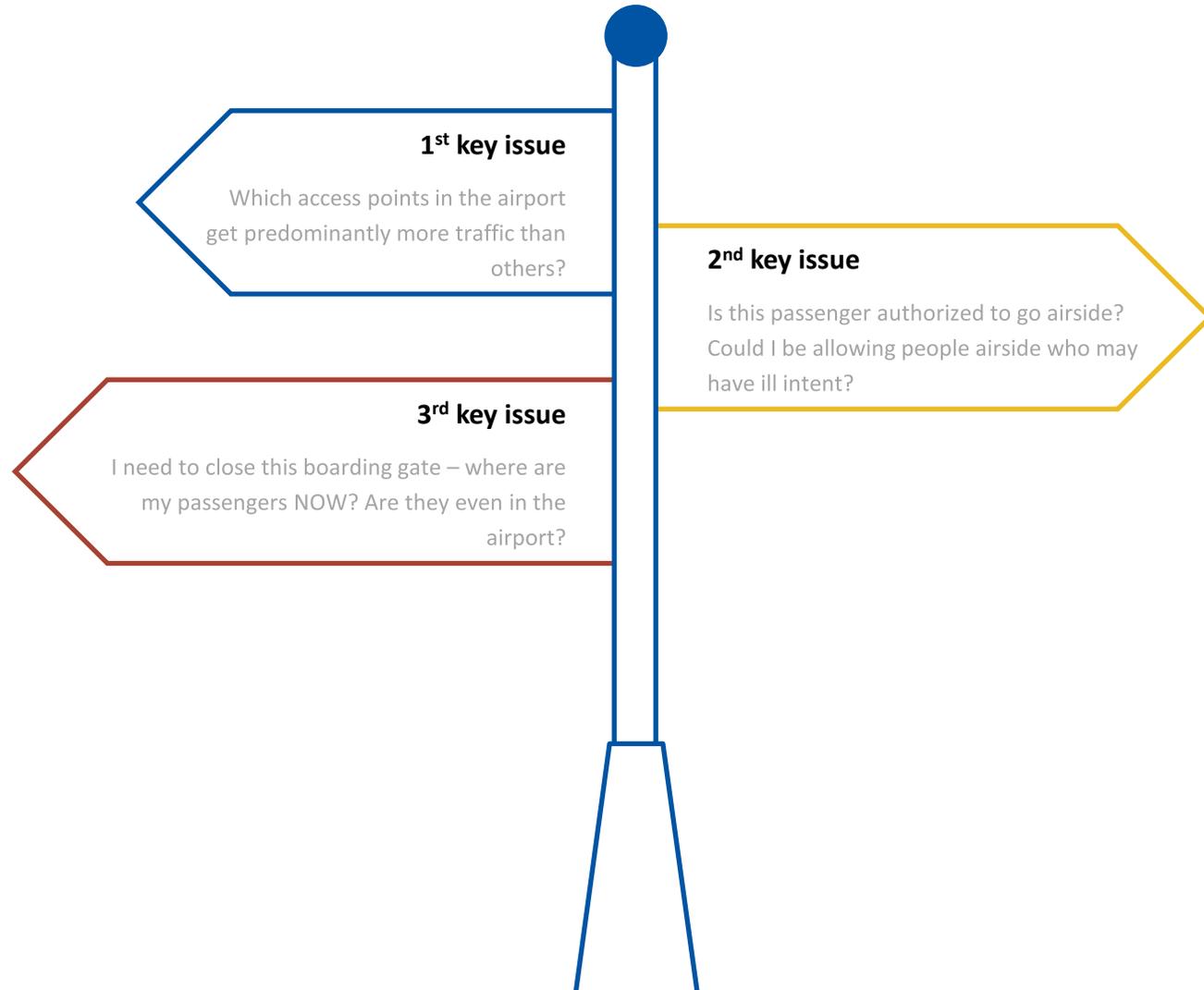
Access control and boarding inspection systems

SITA Passenger Flow Management helps airports enhance safety and security, optimizing airport operations. Providing analytics for stakeholders to better understand passenger segments and behaviors, allows for greater control over passenger flows and crowd density.

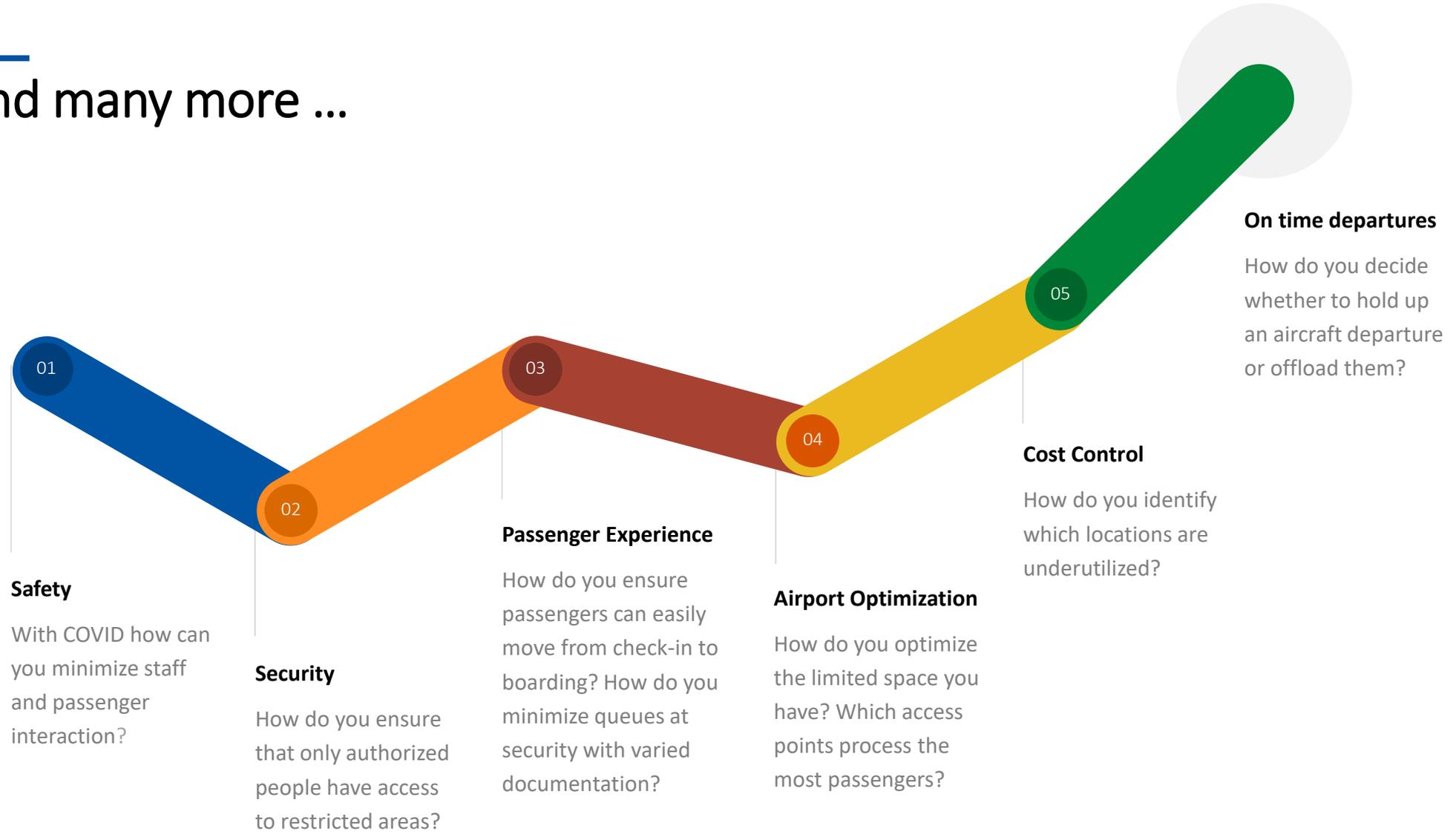
Enhance safety and security

Historically, this has included screening passengers, catching cases of fraud, and validating travel documents. However, with the “new normal”, airports need to additionally consider health verifications and physical distancing.

So what key customer issues can PFM address?



And many more ...



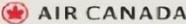
Long-term Product Vision

In our example, we can follow the passenger journey through the airport. This provides visibility into time spent at each key area, providing data to enable airports to:

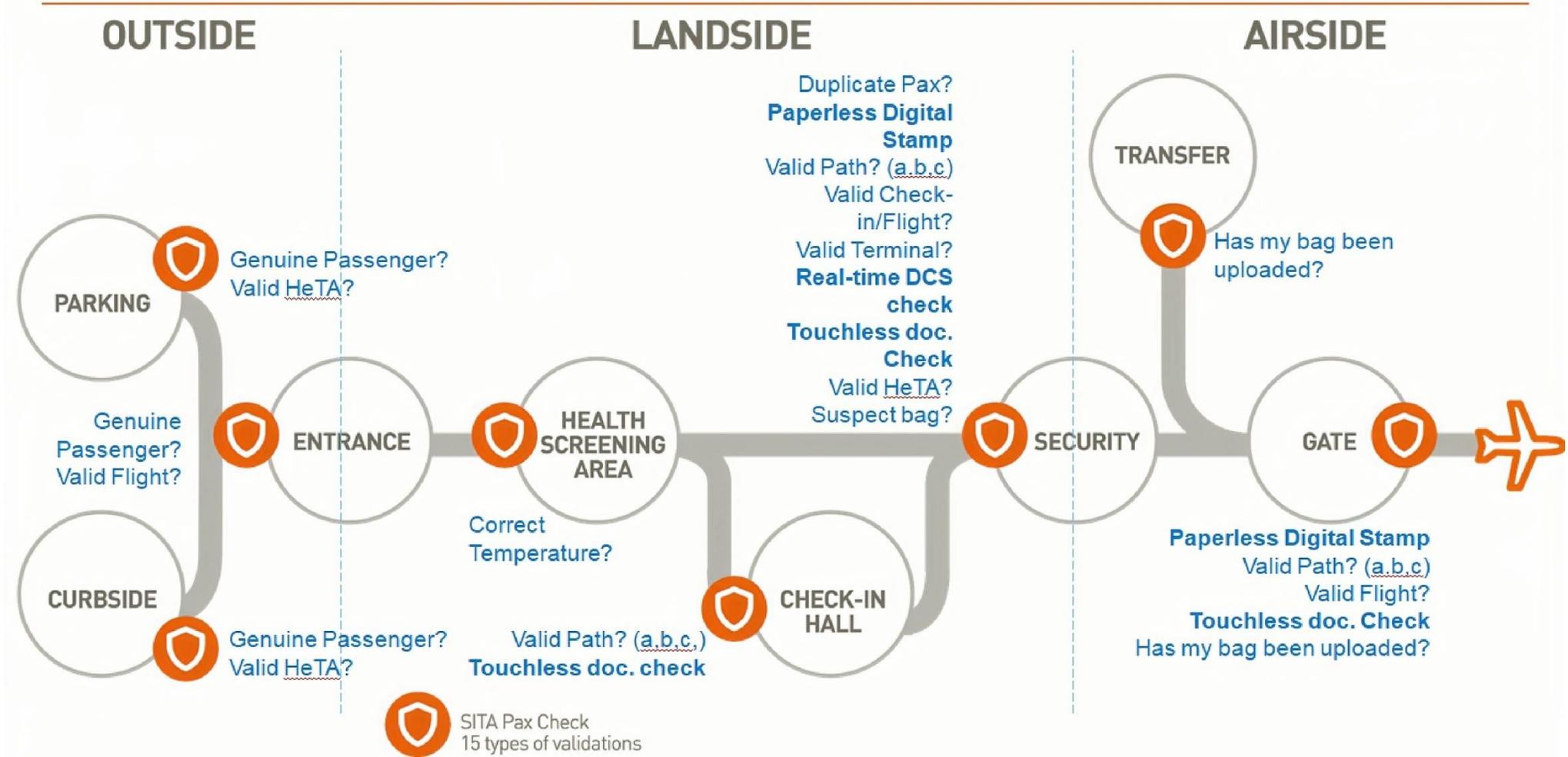
- Increase revenues
- Enhance security while improving the overall passenger experience

	HHT		eGate
	BCBP		biometric
	Retail*		Sensors



	<ul style="list-style-type: none"> • 35 years old • Canadian • India VISA • To Minneapolis • AC 124 F
	
	<ul style="list-style-type: none"> 7am 10 Check-in Kiosk #5 • 10m queue • 7m process time • AIR CANADA
	<ul style="list-style-type: none"> 7am 40 BagDrop #4 • 5m queue • 2 bags
	<ul style="list-style-type: none"> 8am 10 Security #1 • 25m queue • Added to suspect bag list
	<ul style="list-style-type: none"> 10am 10 Pinky Perfume • 75\$
	<ul style="list-style-type: none"> 10am 30 Jetbar • 20\$
	<ul style="list-style-type: none"> 11am 15 Gate #234 • Flight delayed 15m
	queue
	retail
	warning

Curb-to-gate-controlled departure passenger flow



04

New terminal in Shymkent

AUTOMATED SERVICES AND
KEY FEATURES





Automated systems

PLANNED FOR APPLICATION

Passenger self-check-in counters;

Drop-off racks for passengers;

Automated turnstiles for passage into the controlled area and border checkpoints for passengers, with the further prospect of installing biometric equipment;

Open passport control booths to speed up the process of passing border formalities for passengers;



Self-service baggage drop-off

SBD

Can be installed on any rack

Support for hybrid operating mode (agent + SBD)

12` Touch Screen

Handheld boarding pass reader

Payment support (NFC, Chip & Pin)

Luggage tag printer

Flexible configuration options and integration with airline systems

SITA has an extensive experience in implementing and operating SBD (90+ airports, 70+ airlines)



SITA Mr Josh Goes
Destination: Amsterdam

Welcome to touchless bagdrop

Please read the following instructions:



To cancel, take your bag from the belt at any time

2 sec



Next steps appears after the countdown

Place your bag on the belt to continue



English

18.8
weight (kg)

Cancel

SITA Mr Josh Goes
Destination: Amsterdam

Welcome to touchless bagdrop

Please read the following instructions:



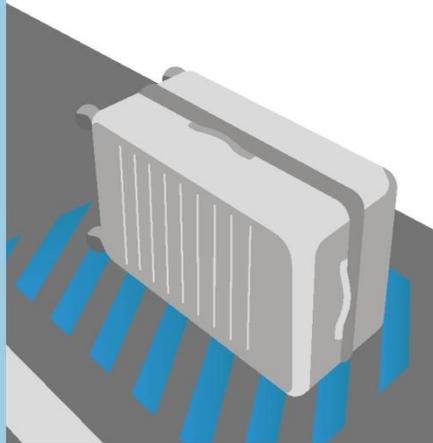
To cancel, take your bag from the belt at any time

7 sec



Next steps appears after the countdown

Place your bag on the belt to continue



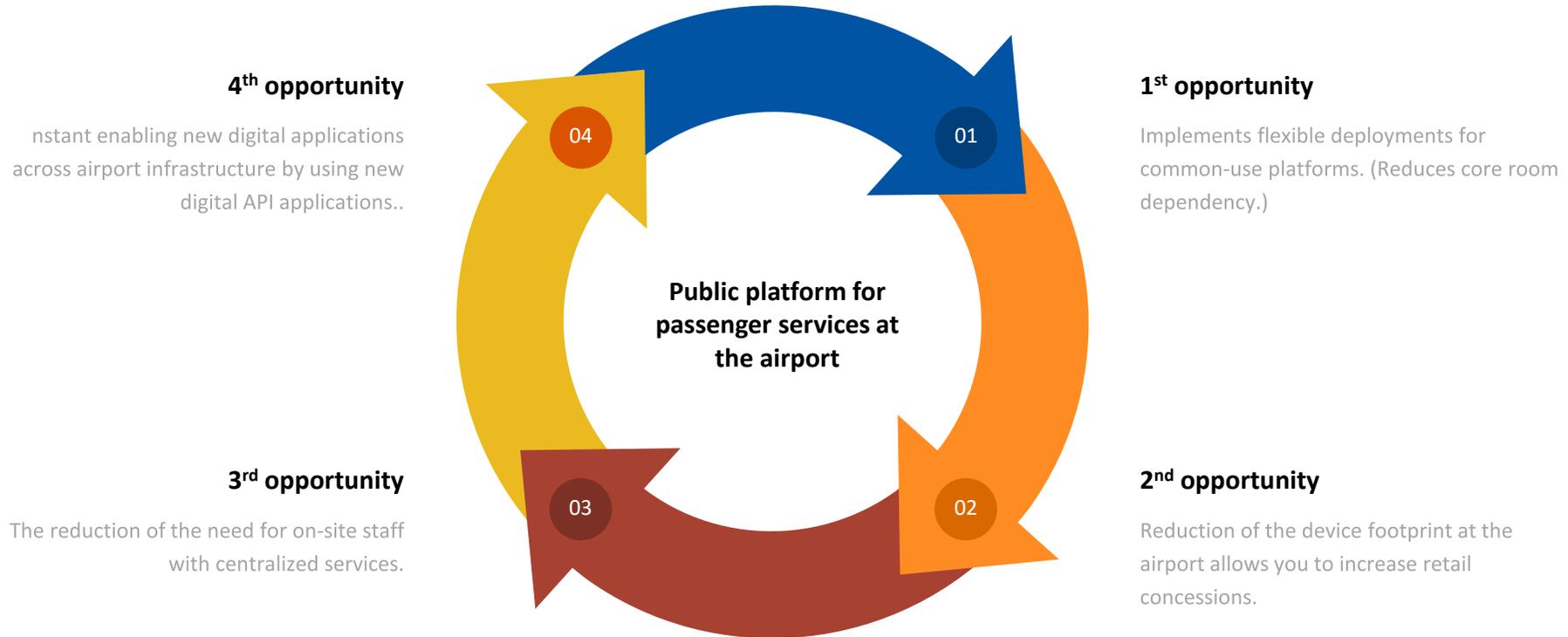
English

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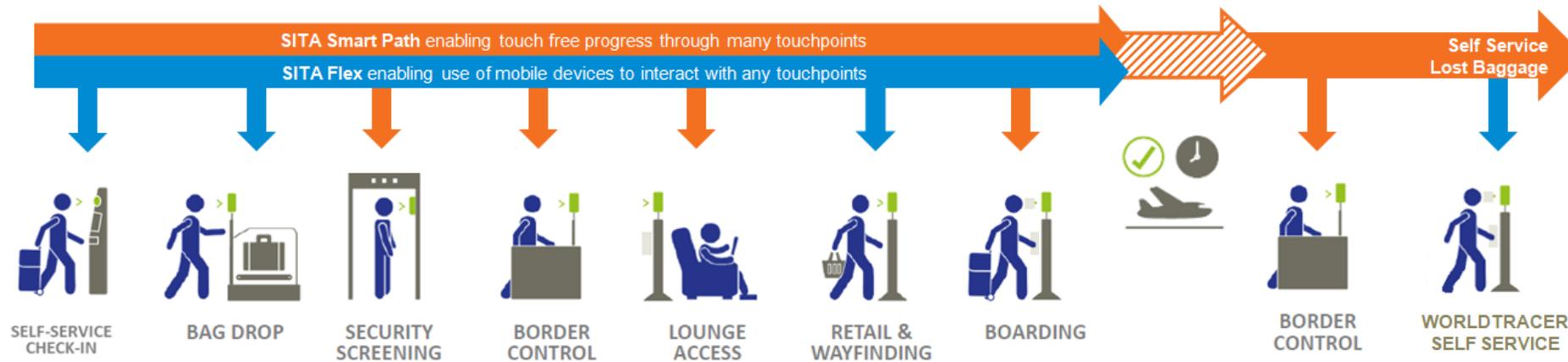
FLEX

SITA Flex Hybrid enables a low-touch airport experience for greater efficiency and improved passenger satisfaction

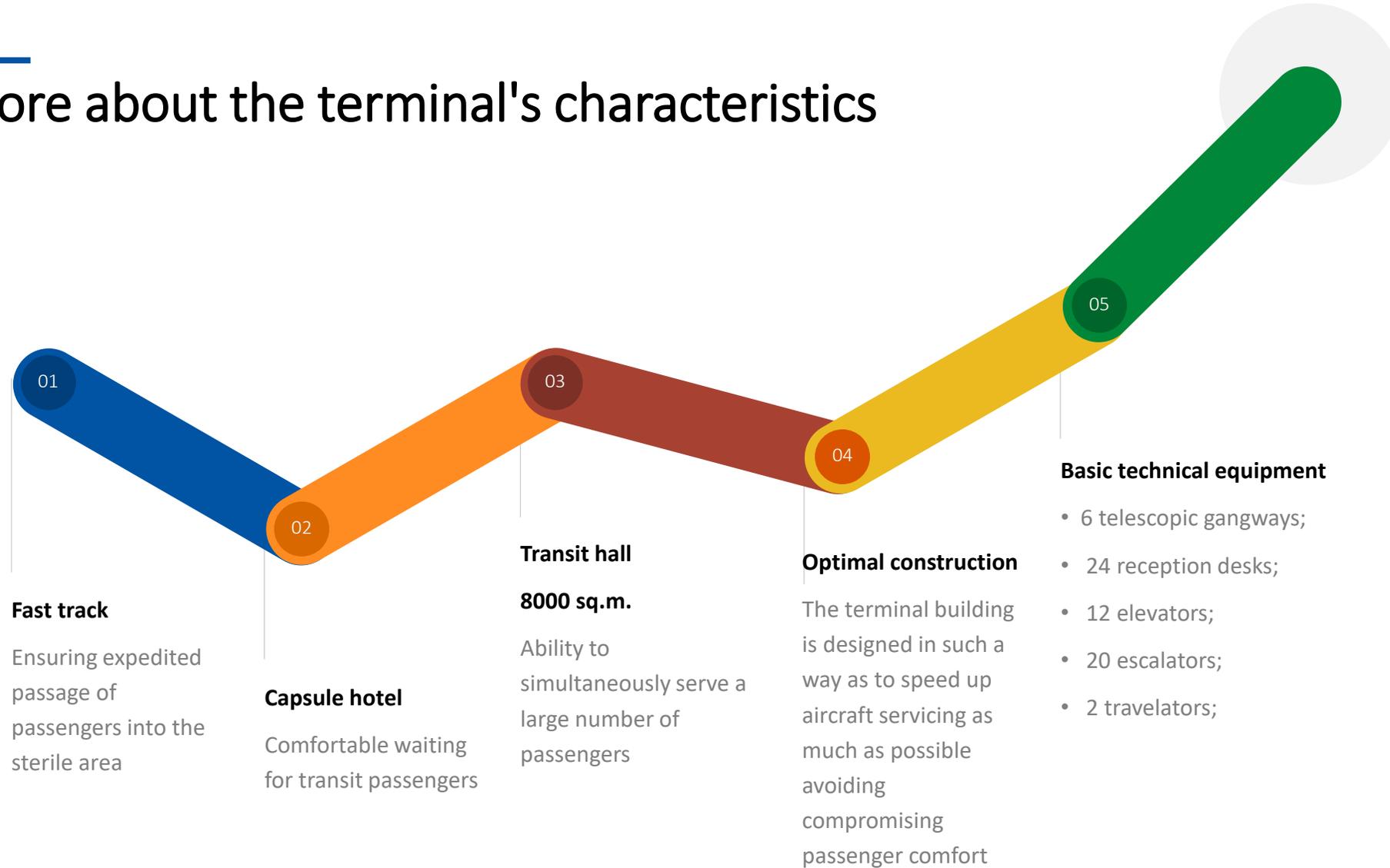


The platform that enables the mobile passenger journey

Enabling a low-touch airport experience for greater efficiency and improved passenger satisfaction.



more about the terminal's characteristics



Thank You

