



SITA TECHNOLOGY WILL TRANSFORM PASSENGER EXPERIENCE AT NEW BUENOS AIRES EZEIZA TERMINAL

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When the new departures terminal opens at Buenos Aires' main airport in October, passengers will be able to check in and drop off their baggage in record time, without having to queue for an agent.

This is thanks to technology from SITA, the global IT provider to the air transport industry, which will ensure the easiest possible passenger journey at Buenos Aires Ezeiza International Airport (*EZE*). EZE is managed and operated by AA2000, which runs a total of 35 airport terminals across Argentina.

SITA's self-service kiosks and bag-drop solutions will enable the airport to efficiently manage more passengers as it aims to increase capacity by more than 50% by 2021. These new services are part of the masterplan to transform Argentina's main airport, which also includes a new arrivals terminal and a new control tower.

Daniel Ketchibachian, CEO of EZE, said: "Our aim is to make Buenos Aires Ezeiza International Airport the best airport in South America, using the most innovative technology from around the world. We are installing self-service kiosks, which can be used by multiple airlines, and self-service bag-drop units. These will transform the passenger experience at our airport by significantly reducing queue times."

In the first phase, SITA is installing 34 cutting-edge common-use self-service check-in kiosks and 20 Scan&Fly self-service bag-drop kiosks. These will give passengers the choice of managing the process themselves and enjoying quick and efficient service.

Elbson Quadros, SITA Vice President, Latin America, said: "Using self-service check-in kiosks,

airports can cut passenger processing times by 25%. We've also seen passengers dropping off their baggage in just 20 seconds, using the Scan&Fly kiosks. Passengers using the new terminal are going to notice a significant difference as they make their way to boarding."

SITA's self-service technology will also help AA2000 maximize capacity at the new terminal by allowing more passengers to check in from the same area. For example, the check-in kiosks are laid out in islands, making highly efficient use of the space while ensuring passenger wait times are kept to a minimum.

AA2000 has a sharp focus on the customer experience and on modernizing, transforming and expanding the terminals it runs. EZE is Argentina's largest international airport. It already serves airlines from across the world and is set to grow significantly in the coming years.

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