



THE FUTURE TAKES FLIGHT: TRANSFORMING BAGGAGE HANDLING

The airline industry is set to take off.

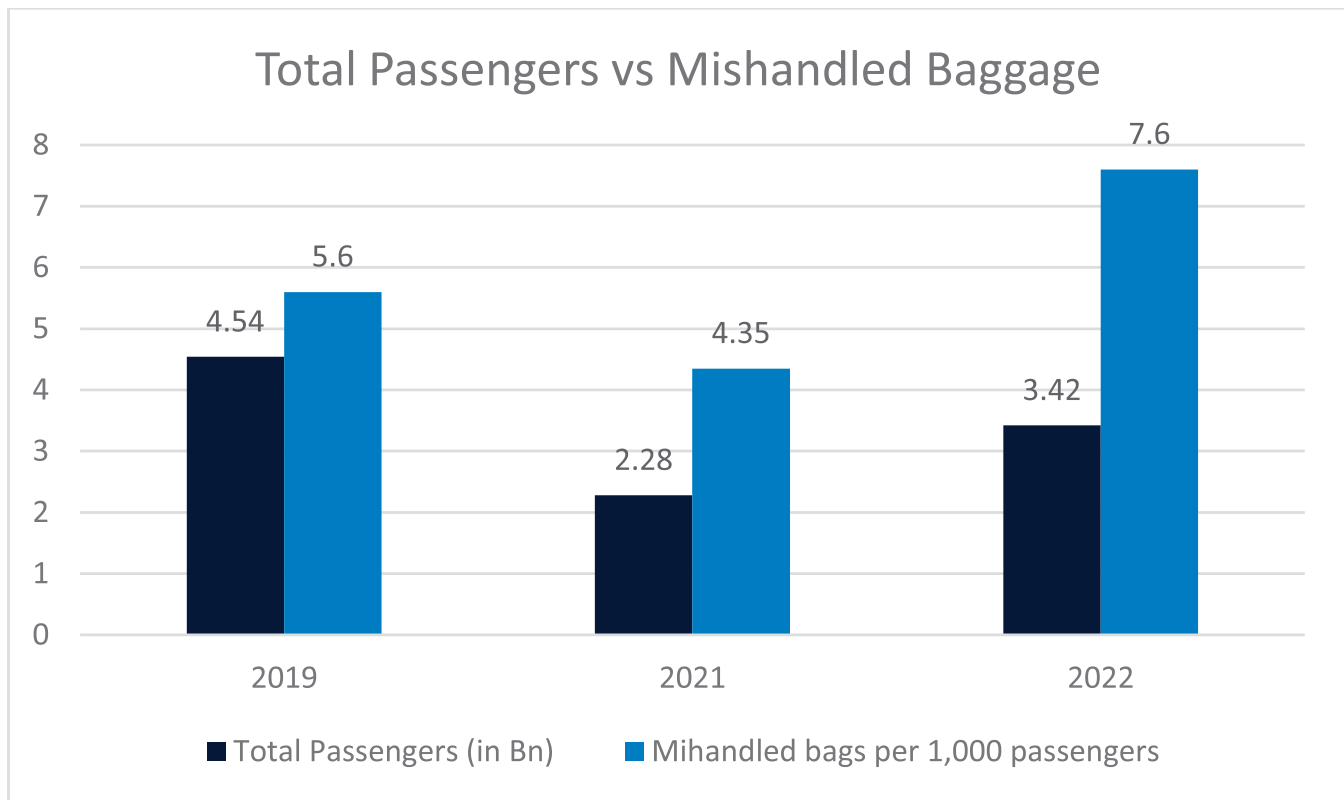
The airline passenger travel industry surpassed expectations in 2022, with 50% more passengers traveling than in 2021. The growth is expected to sustain and reach the pre-COVID numbers by 2024. All major airlines have increased their long-haul flight operations to cater to the increased number of passengers. This, in turn, has contributed to the rise in the number of transfers, which has impacted baggage handling.



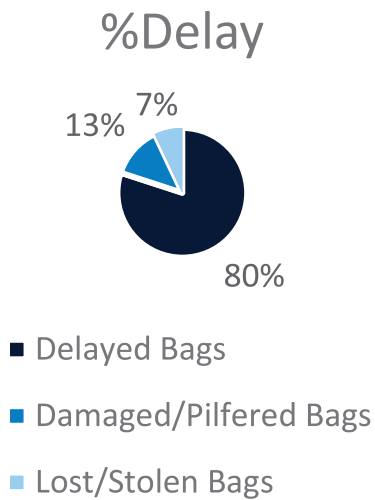
Bumps in the baggage journey

Airlines must pay attention to mishandled baggage to fully enjoy the benefits of the growth phase and to improve overall NPS. Data suggests that baggage handling is the second most critical element behind on-time departure in influencing customer satisfaction scores.

The situation is severe today and demands immediate solutions. The number of mishandled bags in 2022 is 7.60 per 1000 passengers, a 75% increase compared to 2021. As per IATA, baggage mishandling costs the air transport industry around US\$2.9 billion annually.



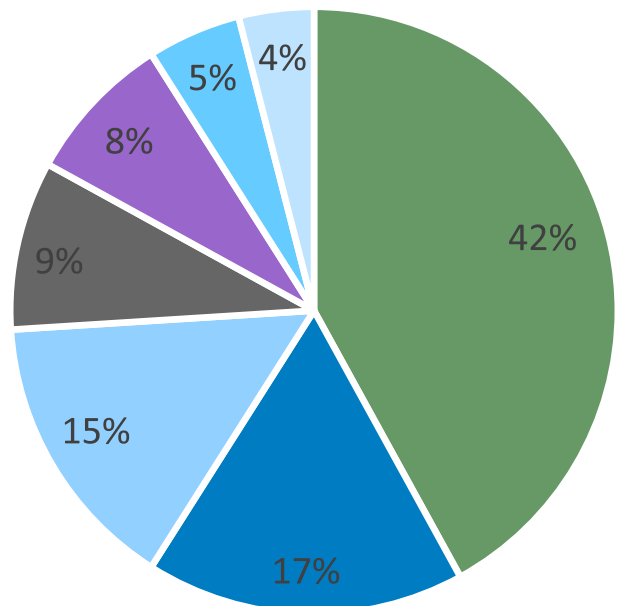
An analysis shows that delayed bags contribute to 80% of mishandled baggage.



A deeper drill down of delayed baggage reveals that transfer mishandling (42%), failure to load the luggage (17%), ticketing error/baggage switch (15%) and loading errors (9%) are the significant reasons for mishandled baggage. Furthermore, it was found that the issue is more pronounced in international segments, with the chances of baggage mishandling being eight times higher than in domestic segments. As a result, bags are more likely to be mishandled in complex and large international hub airports.

Contribution

- Transfer Mishandling
- Failure to load
- Ticketing Error/Bag Switch/Security/Other
- Loading error
- Airport/Customs/Weather/Space-Weight restriction
- Tagging error
- Arrival Mishandling



Lost and found: How technology can help

The airline industry is taking various measures to handle baggage delays. Airlines and airports have implemented IT systems like Automated Baggage Handling and Baggage Reconciliation. In addition, airports and airlines are collaborating to implement touchless baggage dropping and tagging, where passengers can drop in their baggage without assistance from airline staff. This helps the airline staff to focus on other critical tasks like planning, monitoring, and tracking the baggage movement. In fact, by 2024, 90% of airlines and roughly 80% of airports plan to offer touchless, unaided self-bag drops². Airlines are also prioritizing implementing a solution that provides the staff and passengers with real-time baggage status.

One critical piece in baggage handling during transfers is when there is a short time for the transfer. In such cases, they are sent via runners who take them from the arrival aircraft to the departing plane, which could be in a different terminal and gate. So, the bag runners must drop the bag off at precise locations so that the baggage is carried along with the passengers tagged to the bag.

The process gets more complicated when an airline has many such bags that must be redirected to different gates. Airlines and hub operators face the following challenges in dispatching the bags to the aircraft through bag runners:

- Decrease in baggage drop accuracy due to a lack of visibility of gates, departure times and flight status.
- Runners lack direction on where to direct baggage drops as bag tags do not include that information leading to baggage handling errors.
- Unloaders and runners have difficulty finding the gate for the next flight.
- High turnover in the ground ops workforce with inadequate training and new runners, making mistakes.

This necessitates airlines to have a system that gives the bag dispatchers and runners better visibility over their bag dispatching processes and enables them to track and control their baggage handling processes efficiently.

The Infosys Bag Runner Dispatcher App: Enhancing Baggage Handling Efficiency

At Infosys, we have years of experience simplifying ground operations for leading airlines. Our Bag Runner Dispatcher App is designed to increase baggage handling accuracy by integrating disparate data sources and automating processes that were previously managed manually.

The App finds the nearest available runner, tracks them in real-time as they make their way to the drop-off point, and

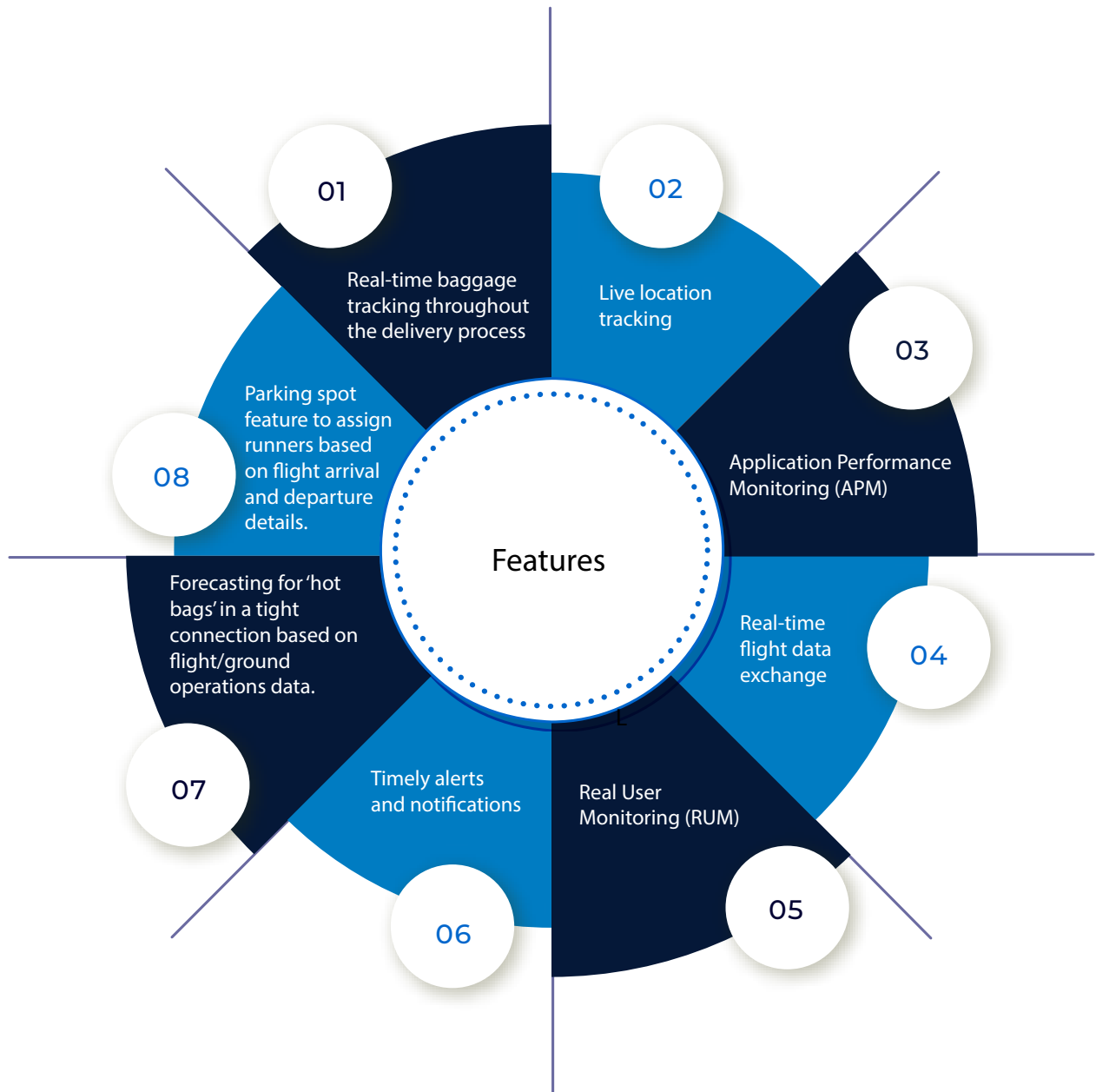


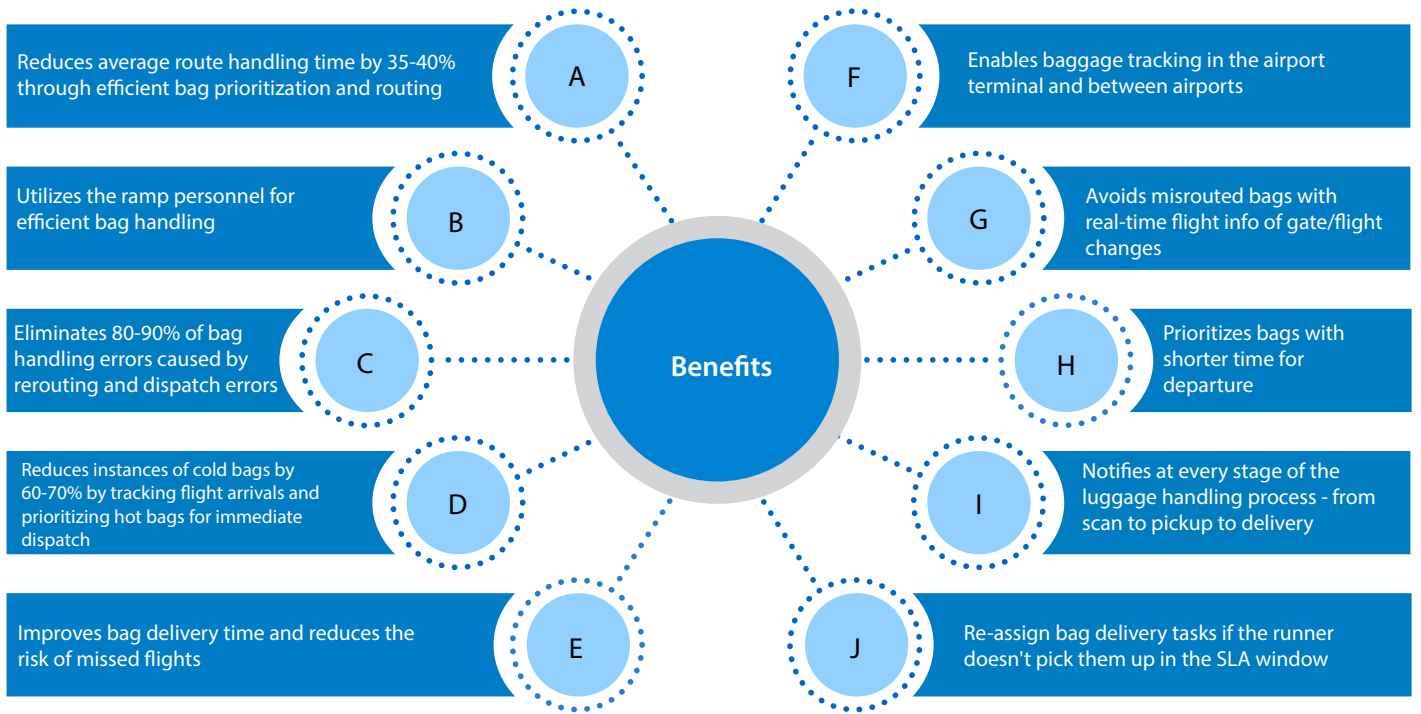
ensures that the delivery is accurate, significantly reducing the average route handling time. If the delivery is inaccurate, it alerts dispatchers and ground handlers to act on the incorrect deliveries. The App also provides feedback to loaders and runners and ensures that bags reach the desired destination. This helps provide on-time pushback and alerts passengers that their bags are on the same flight when connections are tight. Much like Uber, the app offers wayfinding directions to runners.

The App also helps baggage handlers solve the problem of misdirected bags. These bags arrive at a ramp to be loaded but are meant to go on a different flight. As a result, they need to be flagged separately with details of the actual flight so they can serve as inputs to the Bag Runner Dispatcher Application to reduce baggage handling errors.

There can also be other scan points that can be used as input points for the App. Locational views of such hot bags can be provided through location coordinates. This enables the Bag Runner Application to identify where the bags are currently held, initiate retrieval from the current location and route them to the desired destination through dispatchers and ground handlers.

² 90% airlines, airports planning for touchless unassisted self-bag drop by 2024 says SITA - Bizness Transform





By simplifying and streamlining the entire baggage handling process from start to finish, the Infosys Bag Runner Dispatcher App ensures smooth baggage management, reducing baggage mishandling and increasing ramp personnel efficiency. This, in turn, helps airlines provide the best experiences for their customers.

Contact us for a demo: TravelPractice@infosys.com



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