

THE INFOSYS BAGRUNNER DISPATCHER APP



The weight of manual baggage dispatch processes

Baggage handling is an integral part of standard airline operations, with large airports relying on the quick transfer of bags between flights. Some of these bags have narrow margins for transfer, so they are sent via runners who take them from the arrival aircraft to the departing aircraft, which is in a different terminal and gate. So runners must drop the bag off at precise locations, so it flies with the pax.

When you have many such bags that need to be redirected to many different gates, the process can become even more complicated. In addition to addressing baggage handling, hub operators must also address other issues:

- Baggage drop accuracy is often decreased due to a lack of visibility
- Runners lack direction on where to direct baggage drops and the bag tags do not include that information leading to baggage handling errors
- Unloaders and runners have a tough time finding the gate for the next flight
- Poor baggage handling causes delays and damages the airline's reputation
- Time-consuming baggage handling can be a burden when an airline's load increases

In this environment, airlines need a better way of managing their baggage handling operations. They need a system that provides them with better visibility over their processes and allows them to better track and control their baggage handling processes.



Lighten the load with the Infosys Bagrunner Dispatcher App

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

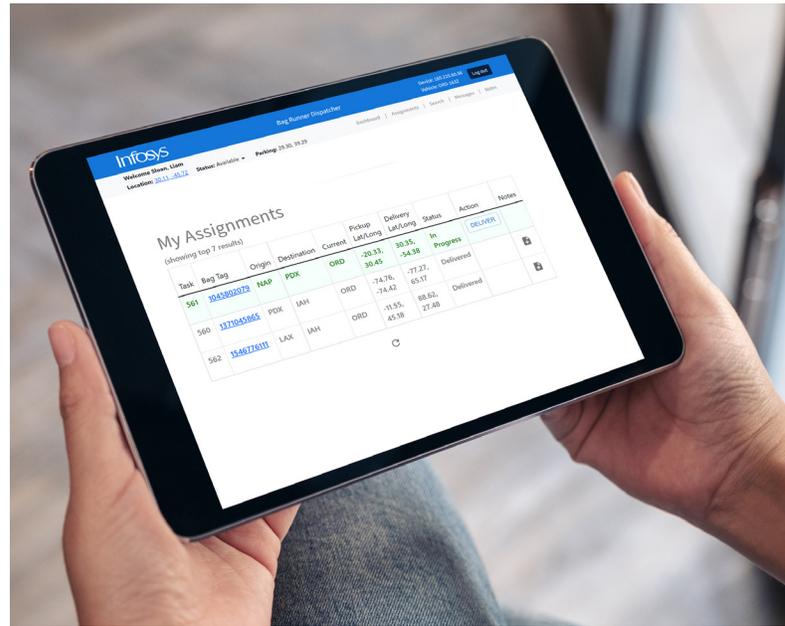
The App finds the nearest available runner, tracks them in real-time as they make their way to the drop-off point and ensures that the delivery is accurate, reducing the average route handling time significantly. If the delivery is inaccurate, it alerts dispatchers and ground handlers, who can make adjustments. The App also provides immediate feedback to loaders and runners and can ensure that bags reach the desired place. This helps provide on-time pushback and alerts passengers that their bags are on the same flight when connections are tight.

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

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

Features:

- Real-time baggage tracking throughout the delivery process
- Live location tracking
- Application Performance Monitoring (APM)
- Real-time flight data exchange
- Real User Monitoring (RUM)
- Timely alerts and notifications
- Forecasting for 'hot bags' in a tight connection based on flight/ground ops data
- Parking spot feature to assign runners based on flight arrival and departure details



Benefits:

- Reduces average route handling time by 35-40% through efficient bag prioritization and routing
- Utilizes the ramp personnel for efficient bag handling
- Eliminates 80-90% of bag handling errors caused by rerouting and dispatch errors
- Reduces instances of cold bags by 60-70% by tracking flight arrivals and prioritizing the hot bags for immediate dispatch
- Improve bag delivery time and reduce the risk of missed flights
- Enable baggage tracking in the airport terminal and between airports
- Avoid misrouted bags with real-time flight info of gate/flight changes
- Prioritize bags with shorter time for departure
- Get notified at every stage of the luggage handling process - from scan to pickup to delivery
- Re-assign bag delivery tasks if the runner doesn't pick them in the SLA window

When it comes to air travel, speed and efficiency are key. Customers expect their airlines to provide a seamless experience, and timely baggage dispatch is crucial in maintaining that high standard.

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

We have years
of experience
simplifying
operations
for airlines.



For more information, contact askus@infosys.com

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