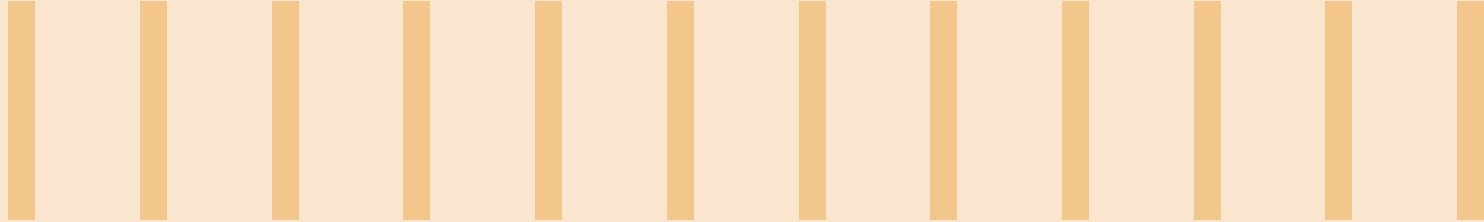
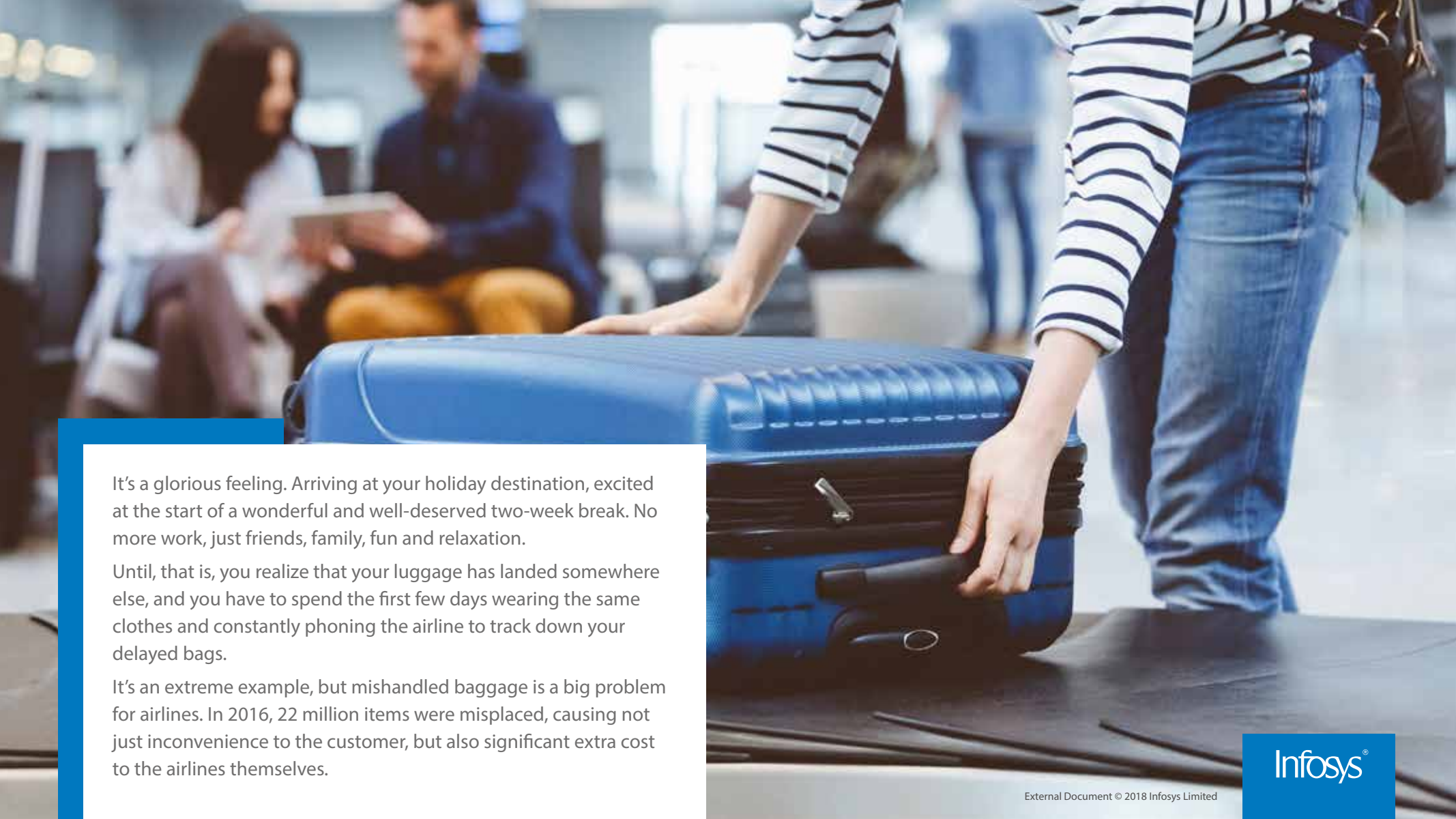




BAGGING AND TAGGING: THE AIRPORT TRACKING SOLUTION





It's a glorious feeling. Arriving at your holiday destination, excited at the start of a wonderful and well-deserved two-week break. No more work, just friends, family, fun and relaxation.

Until, that is, you realize that your luggage has landed somewhere else, and you have to spend the first few days wearing the same clothes and constantly phoning the airline to track down your delayed bags.

It's an extreme example, but mishandled baggage is a big problem for airlines. In 2016, 22 million items were misplaced, causing not just inconvenience to the customer, but also significant extra cost to the airlines themselves.

PROBLEM

Our client, a leading US airline, was particularly concerned. It was increasingly losing more bags, and paying the price for it. Striving to ensure its customers' satisfaction, it knew it had to do something.

The company approached Infosys for help with improving its baggage tracking system. Together with the client, we developed a mobile solution for tracking bags right from the time they were checked in until they were handed back to their owners.

SOLUTION

The project involved more than simply plugging in a new application. Much work was needed at the back-end: integrating with the airline's legacy systems, validating complex baggage rules, and automating the delivery of weight and balancing updates to the mainframe.

We started by building a central repository for handling baggage into millions of records. Next, we set up a rules engine for proactively notifying baggage handlers and customers about certain complex baggage rules. A mobile app sent automatic weight and balance updates – important for flight safety – to baggage handlers and other staff. The client's key requirement, better baggage tracking, was fulfilled through a mobile app that allowed both the airline and its passengers to track a bag at every stage of its journey.

The result was an improvement of 40 percent in the traceability of missing baggage and a 15 percent reduction in incidents as well as better FAA compliance, higher operational efficiency, and adherence to the IATA Resolution 753 on proactive baggage notification and compliance. But perhaps more importantly, more people got to enjoy their holidays...

**MISHANDLED
BAGGAGE RATE
REDUCED BY**

25%

**DURING PEAK
TIMES AFTER
ONE YEAR**

**CREATED
AVERAGE YEARLY
SAVING OF**

**US\$7.5
MILLION**

**WE DID THIS FOR THEM.
WE CAN DO IT FOR YOU.**

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how we can improve
business processes,
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