



ISTANBUL SABIHA GÖKÇEN AIRPORT TO GET AIRPORT TECHNOLOGY UPGRADE FROM SITA

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Istanbul Sabiha Gökçen International Airport, one of the fastest-growing airports in the world, has contracted global IT provider SITA to deliver a technology revamp that will allow the airport to better manage every aspect of its vast operation.

SITA will upgrade its existing [Airport Management Solution \(AMS\)](#) – a suite of integrated software applications designed to effectively manage airport operations from the terminal to the airfield – to provide Sabiha Gökçen International Airport with access to real-time data to better anticipate, plan and manage the airport's operations. This will give management a better overview of operations, resulting in proactive and coordinated decision-making across the airport.

A key change will be the ability to automate the airport's resource management system. This means that the right equipment and people are automatically identified and deployed to the right place at the right time based on predetermined scenarios such as the arrival of an aircraft at the gate.

As part of the revamp, SITA will refresh the Flight Information Display System that runs on 436 screens throughout the terminals to the newest generation, keeping passengers well informed at every step. More than 200 common-use terminal equipment (CUTE) workstations – where airlines can share the same check-in and boarding infrastructure – will also be upgraded. With more than 7 million departing and 11 million arrival bags, SITA [BagManager](#) makes it possible for the airport to better track each bag through its journey.

The technology upgrade will be vital in supporting the airport's expansion which includes the opening of a second runway later this year, increasing the airport's capacity to 41 million passengers per year. The airport also opened a newly expanded domestic boarding hall in 2018.

Ersel Göral, CEO of Istanbul Sabiha Gökçen International Airport, said: “As part of our expansion program, the smart use of technology will maximize our new infrastructure. It will provide our passengers a world-class experience and support our airline customers in managing their operations more efficiently. SITA’s Airport Management Solution is key to delivering our ambitions – whether it is timely aircraft departures, managing the flow of passengers through our terminals or making our passengers’ journey a little easier.”

Hani El-Assaad, SITA President, Middle East, India & Africa, said: “Our focus at SITA is to deliver technology solutions that help airport operators better manage their infrastructure in a way that is both optimal and makes the journey smoother for passengers. It is with immense pride that we continue to deliver this service at Istanbul Sabiha Gökçen International Airport, one of the world’s busiest and most iconic airport hubs.”

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