# SITA AND SYDNEY AIRPORT SIGN FIVE-YEAR TECHNOLOGY DEAL TO SUPPORT COVID-19 RECOVERY

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**SITA announced a five-year contract with Sydney Airport for the provision of common-use services at both Terminal 1 (international) and Terminal 2 (domestic).The project went live on March 1, 2021, featuring SITA Flex, an advanced airport common use platform and includes SITA Bag Message, eliminating the need for multiple baggage system interfaces between airlines and airports.**

**The solutions will enable the implementation of a low-touch, airline-ready mobile passenger journey, an improved baggage experience, and significant operational efficiency benefits for Sydney Airport.**

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**Sumesh Patel, SITA's President of APAC, said: "We understand the harsh impact of COVID-19 on airports globally and we've adapted our solutions to deliver airport operations that are resilient, agile, and highly cost-efficient. SITA's goal is to provide best-in-class technology solutions and to help Sydney Airport reshape its value proposition to all its stakeholders. A key element is to ensure maximum use of existing assets and technology infrastructure."**

Sydney Airport's vision for development had been laid out in its 2039 Master Plan, and the core tenets of this plan mirrored SITA's mission and technology roadmap. Enhancing the passenger experience, increasing efficiency, focusing on safety and security, and driving productivity were shared focal points.

John Raso, Head of Aeronautical Technology and Infrastructure at Sydney Airport, said: "SITA was able to quickly understand and adapt their offering to the new world of passenger travel and the related commercial impact on airports. Their solutions align with our vision, help minimize our risk exposure, and improve the passenger experience. We're excited to be investing in future-proofing Sydney Airport with a strategic partner and market leader in the region."

Sidone Thomas, General Manager Technology, Data, and Digital, Sydney Airport, added: "In SITA we have found a partner that shares our strong focus on improving the passenger experience, and we're looking forward to working with them as the aviation industry recovers."

At the core of SITA's solution is the SITA Flex platform. This platform introduces a common-use environment that enables easy replacement of current traditional common-use touchpoints such as check-in, gate boarding, and service desks. It also builds on existing infrastructures – such as on-site and off-site bag drops and kiosks – which can be re-used and repurposed as required, offering efficiency benefits in a time of economic uncertainty.

As the region's market leader, SITA provides similar services to five of the largest seven airports in the Australia Pacific region.

For many countries, economic recovery from the pandemic relies heavily on travel and tourism, sectors that are suffering due to COVID-19. SITA has been working closely with the Australian Government, airlines, and airports to support the Government's implementation of strong international border controls that have helped minimize and manage the pandemic's impacts nationally. This approach has positioned Australia well for the safe reopening of borders in the future.

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