SKY ASSIST

Enhance your arrival services
and shape with us the future of Lost & Found

BagAssist

Our solutions
for your
delivery companies

Around

20 million bags mishandled

Costing the aviation industry

$ 2 billion

Source : The Baggage report 2016 by SITA.

With today's technologies, productivity can be increased by 50 % while improving passengers / airlines services.

ON THE PLANE

Delayed bag notification

sms

Delayed bag declaration

e-AHLreport
m-AHLreport

AT THE AIRPORT

Front office (Declaration)

Agent desktop application

Self-service kiosks

BagAssist AHL / DPR / LP / QS

kiosk-AHLreport

Back office (Handling)

Agent mobile application

Automated bag rush

Automated bag reception & delivery

Agent mobile application

BagAssist Rush / DR / Delivery / OHD / FP

OUTSIDE THE AIRPORT

Declaration

Online delayed bag declaration

e-AHLreport

m-AHLreport

Follow-up

sms

Pro-active notifications

Online bag status & file modification

e-AHLmanage

BagAssist BDS

WorldTracer made available to courier companies

Courier companies are not WorldTracer members. Using BagAssist BDS they can receive the baggage delivery information immediately after a BDO (Baggage Delivery Order) is made by an agent in order to better prepare baggage pick-up at handler location. It supports also calls to passengers to organize final delivery, baggage label printing and delivery voucher. Through bag tag scan the agent updates in real-time the delivery status (in stock, delivery in progress – including estimated date / time, delivered, undelivered) in WorldTracer. Direct tracking and navigating to the courier company website to check the status can be enabled.

— Benefits —

Simplicity

This plug and play application only requires a browser and an internet connection. The screens are self-explanatory to minimize training needs and ensure a quick user-adoption.

Customer satisfaction

Thanks to the accurate information updated via BagAssist BDS, passengers and airlines are informed in real-time of the delivery status of the bags.

Productivity

Bag tag scanning and printing, file automated update in WorldTracer and delivery documents generation all increase the productivity of courier companies.

> **Having your courier companies implementing BDS supports your airlines to comply to IATA resolution 753 while helping you to monitor deliveries quality & services.**

About us

Sky Assist is a recognized provider of advanced niche software solutions for the Air Transportation Industry, focusing on Arrival Services, Lost & Found and Customer Relations processes.

Our customers are our best references

Worldwide airlines and European handling companies have chosen us as IT partner for their air transportation solution. Our customers are willing to share their user experiences and arrange on-site visits to show the perfect integration of our products with their daily operational processes.

Our partners

Our technical partner for product development, maintenance and support.

Our Belgian hosting partner provides professional services including connections to SITA World Tracer.

Together with IER we provide you bag tag printers (IER400) and airport kiosks (IER919).

SKY ASSIST

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