

TAIPEI TAOYUAN INTERNATIONAL AIRPORT CHOOSES SITA TO UNLOCK THE FUTURE OF PASSENGER PROCESSING

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SITA is partnering with Taipei Taoyuan International Airport to revolutionize its passenger processing solutions. TPE will install SITA's game changing check-in kiosk solutions, allowing passengers to fly through the airport and on to their destination faster than ever before. The kiosks bring innovation to the check-in desk, helping passenger processing become a state-of-the-art feature of the airport experience. The deal, which runs until 2033, shows SITA's commitment to improving airport IT solutions and the passenger experience, through scalable, efficient systems that meet the needs of modern airports. With the new check-in and baggage handling processes, Taipei Taoyuan International Airport will reduce wait times and improve overall airport efficiency.

TPE has chosen SITA to provide its Local Departure Control System (LDCS), Common Use Terminal Equipment (CUTE) and Common Use Self-Service (CUSS) systems, including a full hardware refresh of 80 check-in kiosks to support all international flights in Terminals 1 and 2.

The purchase of SITA's technology comes at a crucial time for the aviation industry in Taiwan. Global passenger numbers are set to double to 10bn by 2040, and TPE needs to meet this growing demand, maintaining the highest level of security while improving overall airport efficiency.

Sumesh Patel, SITA APAC President, commented: "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. Airports around the world are facing challenges on many fronts, from staffing to efficiency, and improving the overall passenger experience. Taipei can become a pioneer in the Asian market in terms of digitalization and innovation, becoming an example for others in an ever-evolving travel industry."

Nelson Wang, Taipei Airport Operation Committee Chairman, said: "As part of our improvement program, the smart use of technology will maximize our existing infrastructure, and provide our passengers with a world-class experience, while supporting our airline customers in managing their operations more efficiently. SITA's CUSS and CUTE systems are key to meeting our ambitions – from managing the flow of passengers through our terminals to making all of our passengers' journeys smoother and more efficient."

SITA has been a trusted partner for TPE for over three decades, and looks forward to continuing its successful collaboration, driving innovation and excellence in airport and airline technology for years to come.

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