Taking your baggage services to the next level

Amadeus Airport BRS

Taking control of baggage management is every airport’s dream. It can save airlines millions in compensation costs and give ground handlers the tools to truly differentiate their service delivery.

The way to achieve this is with a baggage reconciliation system that uses real-time data to track luggage simultaneously with passenger movement.

The outcome: increased accuracy, faster aircraft turnarounds, happier passengers. The solution: Amadeus Airport BRS.

With millions of bags processed through thousands of airports every day, it is inevitable that some bags will go astray. However, a reliable ‘track and trace’ system that can pinpoint baggage throughout its journey, will help to reduce compensation pay outs, passenger upheaval and processing costs.

Amadeus Airport BRS is an innovative reconciliation solution which matches real-time passenger, flight and baggage data from check-in until flight departure.

The baggage journey

As baggage enters the ‘make-up’ phase of its journey, Amadeus Airport BRS scans each bag to confirm its arrival and document its departure. This step is seamlessly linked to the status of the passenger, so as long as the passenger goes on to board as expected, the bag will be flagged as ‘OK to load’. Amadeus Airport BRS then tracks the bag and its ‘last seen’ location as it is loaded onto the aircraft. Should subsequent off-loading be required, luggage can easily be traced and located within the aircraft hold.

100% reconciliation with real-time data exchange

How is it possible to keep such an accurate track of each bag and its associated owner as they travel through the airport environment?

Amadeus Airport BRS is unique in that check-in staff, baggage handlers, load controllers and airlines can exchange data in real-time thanks to common use of Altéa Departure Control System (Altéa DC). This ‘single data source’ ensures that up-to-the-minute information regarding the loading, tracking and management of baggage is held centrally and can be updated and accessed on demand. Such tight data integration makes it possible to ensure baggage accuracy, reconciling passengers with their luggage 100% of the time, so that no flights take off without both person and bag on board.

For airlines and ground handlers using alternative DCSs, Amadeus Airport BRS is available via an external interface, using standard messaging processes.
Substantial reduction in operational costs

A key benefit for Altéa customers is that it is no longer necessary to send TTY messages to communicate the status and location of baggage. With messages charged per character and a minimum of 4 baggage information messages (BIMs) required to process each bag loaded, airlines can make substantial operational savings. In addition, with less intervention required to send/respond to BIMs, authorisation to load aircraft can be given quicker, resulting in faster flight turn-arounds. Fewer delays make for more cost-efficient departures and happier passengers.

A centrally-hosted, easy to manage solution

Amadeus Airport BRS is centrally-hosted in the cloud from our state-of-the-art data centre in Erding. All BRS developments, enhancements, maintenance and security are managed by Amadeus. This means our customers have no concerns about on-site IT infrastructure, technical expertise, ongoing investment in upgrades, data security and core room space. Instead, with a simple internet connection and user front end, airports, airlines and ground handlers can access the latest BRS releases, on demand. We also provide full product training and 24/7 help desk support with each Amadeus Airport BRS implementation.

“We have realised a remarkable vision with Amadeus’ baggage technology: not only do we save on the heavy costs of complex teletype messaging technology, but we have gained baggage handling accuracy thanks to its full automation and real-time processing. The repercussions have already been felt by all stakeholders in our hub, including passengers, who have experienced an improvement in punctuality and quicker baggage delivery, and ground handlers who have a much more efficient and user-friendly system - it's a win-win for all!”

Ástþór Ingason
Vice President, Ground Operations
Icelandair
Key benefits

**Reduced operational costs:**
- Decrease in number of mishandled bags and subsequent compensation pay outs
- Major decrease in TTY messaging costs because fewer messages required
- Increased on-time departures

**Increased efficiency:**
- Shared data source gives stakeholders real-time view of baggage and passenger status (with common use of Altéa DC)
- 100% reconciliation as each bag is tracked in tandem with passenger movement
- Enhanced security with instant track/trace of bag and passenger acceptance status

**Greater customer satisfaction:**
- Airline compensation costs are dramatically reduced
- Passengers enjoy more on-time departures and fewer lost bags
- Airports benefit from improved baggage processing record

Product key features

- Supports airports, airlines and ground handlers with loading, tracking and management of baggage
- Fully integrated with Altéa DC, providing seamless data exchange from check-in to departure
- Available to non-Altéa customers via interface with other DCS applications and baggage processing systems
- Accessible to all size customers: from small operations to large, complex airport structures
- Centrally-hosted in the Amadeus cloud: BRS application is accessed virtually via an internet connection
- Automatic releases in real-time enable customers to operate with latest application versions
- Complies with all industry messaging standards and supports industry mandates
- Full implementation training and 24/7 help desk support provided
Why Amadeus?

- **100% reconciliation** thanks to single, shared data source: Altéa DC
- **Cost efficiencies** with major decrease of TTY messaging (for Altéa customers) and more on-time departures
- **Centrally-hosted solution** replaces the need for complex and costly on-site IT infrastructure

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