

PRM DATA TRANSFORMATION

SUPPORT PASSENGERS WITH REDUCE D MOBILITY. IMPROVE ASSISTANCE THROUGH EFFICIENT MESSAGING.

Understanding which passengers should be picked up with what equipment and when is key for the handling agent to optimize passenger flow. But some agents may find it difficult to carry out assistance to passengers with reduced mobility (PRM) in a timely manner due to the arrival of last-minute requests, and inconsistent information and data formats.

ISSUES

Legal obligations

Airport obligation due to EU regulation (EC No 1107/2006) to support passengers with reduced mobility at no extra cost for the travelers.

US regulation is equally being enforced.

Lack of anticipation

Ground handling or airport agents lack timely pre-notifications of PRM requests from airlines.

Necessity to handle various data formats and channels

Processes for sending and receiving PRM pre-notifications are not harmonized and often arrive through various channels (mail, fax, Type B, telex etc.) and in multiple data formats.

Handling last minute requests

Some airlines don't offer passengers the ability to place a request for PRM assistance from their online reservation service. This results in gaps in data collection and difficulties for PRM handling agents to prioritize their duties.

SOLUTION

PRM Data Transformation is a managed off-the-shelf solution that provides airports and ground handlers with an easy way to receive PRM notifications from airlines.

Airlines can fulfill their statutory requirement using the format that best suits them. SITA will convert messages into an XML notification. Data is easy to integrate with the recipients' back-end and operational environment.

Simply concentrate on the information received. Don't worry about managing the complexity of receiving data from an un-harmonized ecosystem.

BENEFITS

- Collaborate with over 2400 air transport community partners and exchange operational messages through a single access point.
- Easy implementation and roll-out.
- Easily integrate the received information with third-party applications.
- Make the most out of XML technology while ensuring interoperability and conversion with legacy formats.
- Exchange operational messages with any air transport industry partner in a cost-effective manner.
- Can also be integrated in a broader mobile workforce solution by pushing notifications to mobile devices of agents on the go.

“ Now we can

go to a **single source for passenger data** which

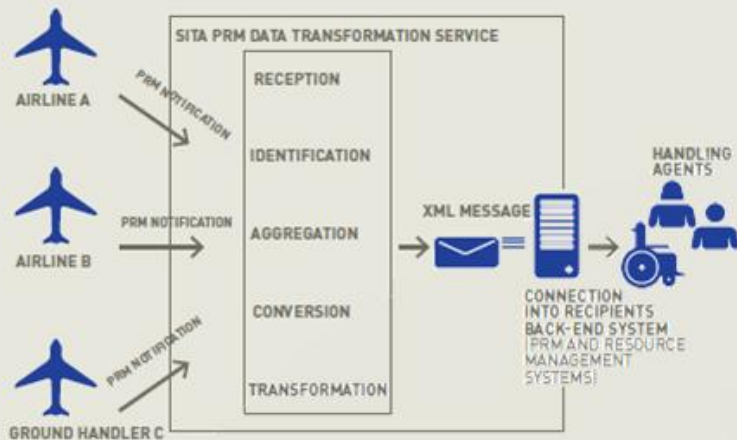
streamlines the overhead requirements to operate our own system.”

Adam Taylor
VP Performance
Management,
Air Serv

SITA

Create success. Together

HOW DOES IT WORK?



SOLUTION COMPONENTS

Integration Middleware Services

- SITA XML connection options (MQ Service or SITA TAXI Client)
- Type X connection to SITA over private IP network or the internet
- Excellent integration features to back-end applications

Message Distribution Services

- Switch inbound and outbound messages
- Single largest access point to the air transport community

Transformation Services

The service presently translates the following IATA Type B messages into an XML schema compliant with IATA-recommended practices:

- Passenger Name List (PNL)
- Adds, Deletes and Changes to Name List (ADL)
- Passenger Assistance List (PAL)
- Change Assistance List (CAL)
- Passenger Services Message (PSM)

SITA PRM Data Transformation can be used independently or in conjunction with other solutions such as Wireless & Mobility and SITA WorkBridge Mobile Resource Management.

CASE STUDY

Air Serv, the ground service provider that manages assistance for passengers with reduced mobility at Heathrow Airport, implemented SITA PRM Data Transformation in just a few weeks. With SITA's know-how and conversion capabilities, London Heathrow is now able to receive PRM notifications coming from over 90 different airlines flying from and to London, and processes approximately 3.000 messages daily.

For more information please contact us at info@sita.aero