



TOGETHER WE CAN DELIVER THE CHANGI EXPERIENCE

PROVIDING THE LATEST PASSENGER PROCESSING AND SELF-SERVICE TECHNOLOGY AT THE 'WORLD'S BEST AIRPORT'

The Changi Experience is legendary. From when it first opened its doors more than 30 years ago, Changi Airport has grown steadily to become the world's seventh largest international airport. What sets it apart from others is the high standard of service quality that continually exceeds customers' expectations. It is no surprise that Changi has been named the World's Best Airport in the Skytrax World Airport Awards 2013.

So what is going to happen in the industry over the next 30 years? Passenger processing has evolved from virtually no off-airport check in to over half the passengers utilizing self-service channels. This trend will only accelerate in the future. With consumer technology, in particular smarter mobile devices assertively pushing changes in our industry, passengers will try new solutions and they will expect the airport to offer them choice. Managing these changes well will help differentiate one airport from the others.

SITA will be there to collaborate with Changi Airport on these opportunities, and look forward to building further success together. It is a real honor to be a part of the world-renowned Changi Experience.

Changi Airport, recently named by Skytrax as the 'World's Best Airport 2013', is the world's seventh busiest airport in terms of international traffic. A major hub in Asia, it serves more than 100 airlines flying to more than 250 cities in about 60 countries and territories worldwide. In 2012, Changi Airport handled more than 51 million passenger movements, an annual record. A flight takes off or lands at Changi roughly once every 100 seconds. It is the world's most awarded airport with more than 430 accolades received since it opened in 1981.

TOGETHER WITH OUR PARTNERS, WE WILL CONTINUE TO INNOVATE AND DELIVER THE BEST PASSENGER EXPERIENCE AT CHANGI AIRPORT



SITA - AT THE HEART OF THE AIR TRANSPORT INDUSTRY

SITA is owned by the air transport community. We collaborate closely with our members, customers and industry bodies around the world. Because we're industry owned, our strategic direction, developments and innovations are driven by real industry requirements. As the specialists in air transport IT and communications, SITA is committed to meeting industry demands... Every day.

WE INNOVATE. TOGETHER

SITA proactively co-innovate with customers, the community and an ecosystem of technology partners. Our solutions provide the foundations for long-term industry growth and tackles issues and trends faced by the industry. Today, our portfolio is the broadest one available to the air transport community. With a constant eye on future industry needs, we invest millions to continuously evolve it.

WE'RE WHERE YOU NEED US

SITA people are 'on the ground'. They're where you are, ready to work with you. Our global customer service team offers local language support and service to our 2,800 customers worldwide, in over 200 countries and territories. Our 2,000 dedicated aviation IT specialists and engineers are available on-site and remotely.



Create success. Together

