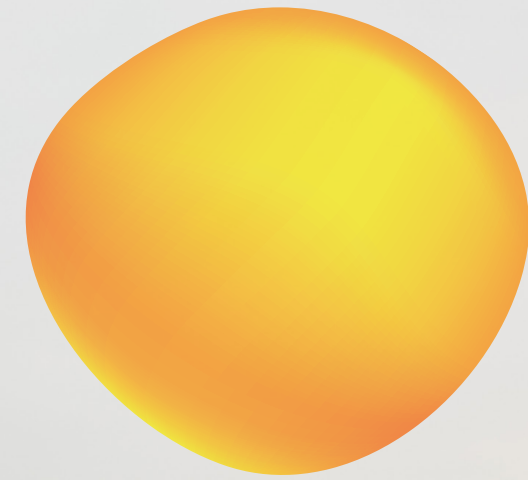
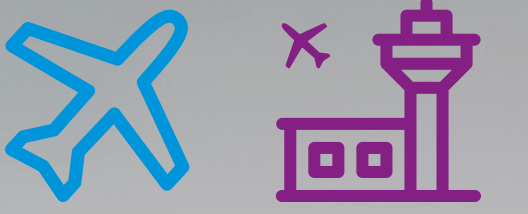


**SITA**



**2022** AIR TRANSPORT  
**IT INSIGHTS**





## AIRLINE IT TRENDS

Post pandemic, a new era of travel has been born and airlines are responding to it. It is imperative for airlines to embrace change in order to prosper in the ever-evolving environment of air travel. They are doing so by staying agile, streamlining operations and passenger management. The shift of IT spend over the past year from running the business to transforming the business confirms airlines are targeting their investment towards new digital technologies that promise to meet many of the pressing issues and requirements they are faced with.

As overall IT budgets see a quicker than anticipated recovery among airlines, change is very much on the cards. We are now set to see a higher budget on technology for 2022, with IT spend reaching 4.73% of revenue, compared to 4.66% in 2021. As part of this investment growth, airline priorities are placed firmly on improving passenger mobile services, strengthening cybersecurity, and improving cloud services capabilities.

Analyzing the past four years in terms of IT investment, SITA observes that 2019 focused on the infrastructure to meet the growing traffic demands; in 2020 airlines had to demonstrate agility and flexibility due to the pandemic and a new virtual workforce (including cloud technologies); in 2021 IT trends showed commitment to full recovery with integrating solutions and digitization; and 2022 saw airlines turning their focus to operations, scaling of services based on demand and achieving more by providing the seamless travel experience with fewer resources.

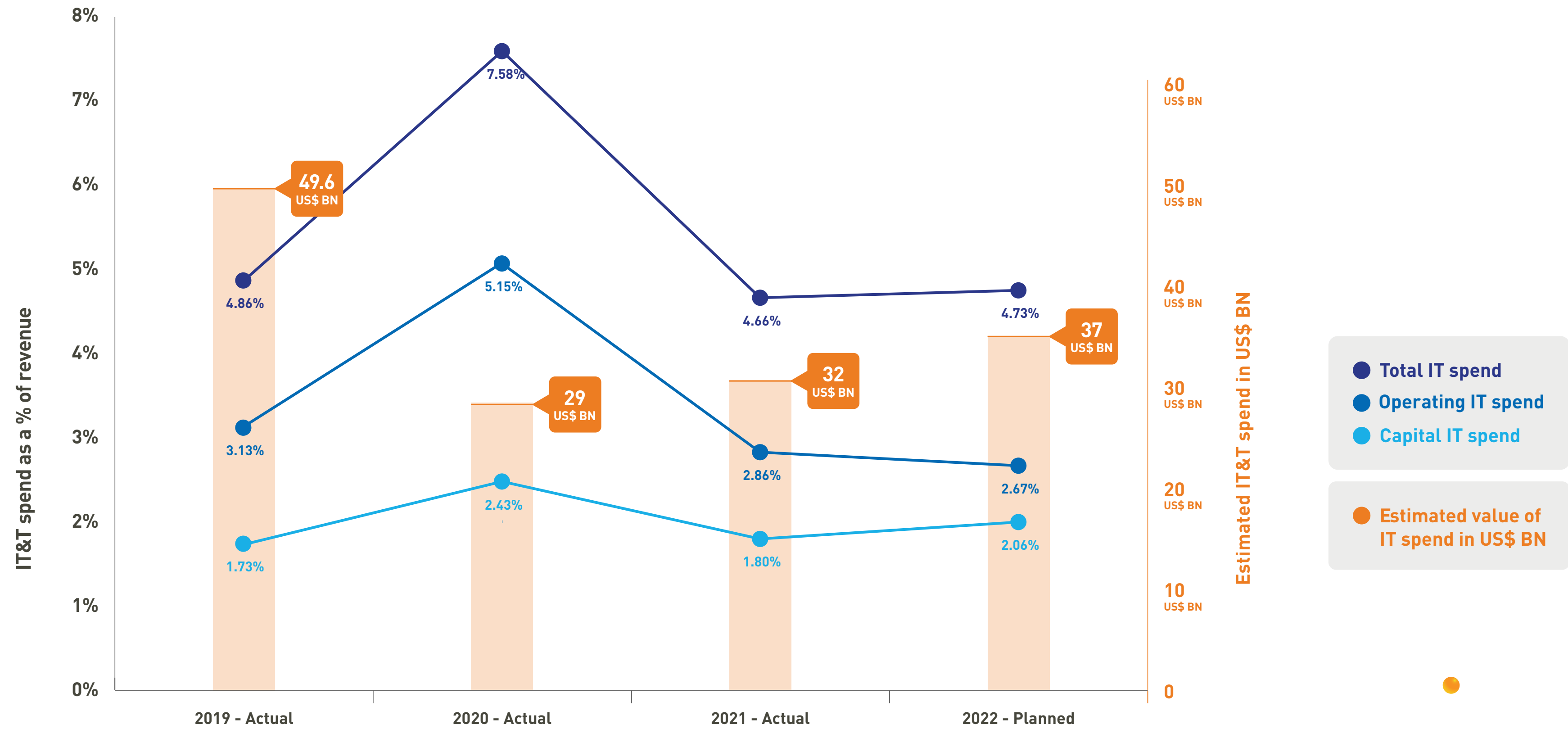
Investing in biometric technology to automate passenger identity management at check-in is another trend that continues to rank highly among airlines' priorities. Airlines are increasingly investing in, and piloting, biometric solutions. Other passenger management solutions to help streamline processes and automate passenger journeys at the airport include self-service initiatives for bag drop, boarding and baggage tracking.

Airlines continue to regard sustainability as an important topic as they strive to reduce environmental impact through CO<sub>2</sub> reduction and other initiatives. The most widely implemented sustainability initiative is a 'CSR program' – which 73% of airlines have undertaken, up from 58% last year.

To improve operational efficiencies – and to help them stay ahead of the curve when facing the challenges brought upon by this new era of travel, airlines are embracing innovation to implement new technologies. Innovations are most often pursued in collaboration with tech partners, and airlines are keen to explore the opportunities that these partnerships can bring.



## IT&T SPEND IN 2022



### ANALYSIS

#### IT&T spend for airlines

2022 sees Information Technology & Telecommunications (IT&T) spend as a percentage of revenue stabilizing as the industry experiences a swift post-pandemic recovery.

IT&T spend is now returning to the levels of 2019 and before – a stable trend which is expected to continue into 2023.

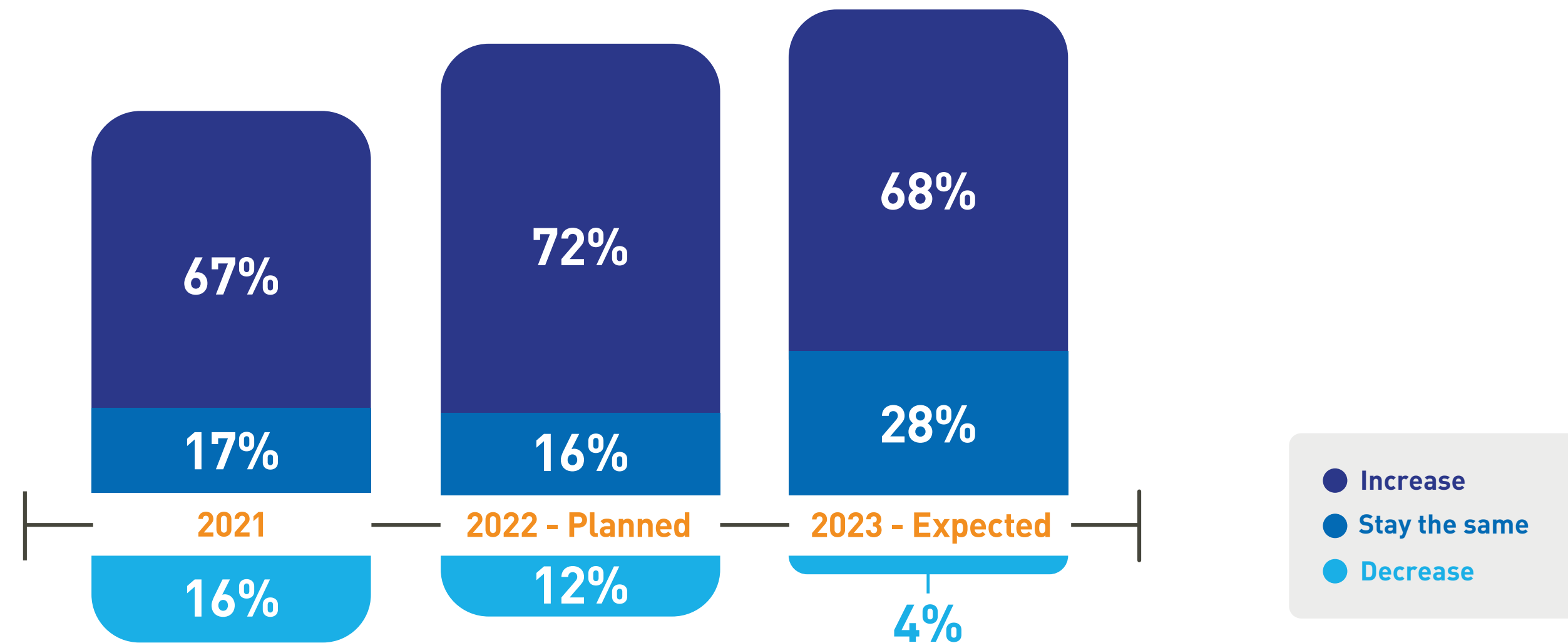
The planned rise in airline spend as a percentage of revenue to 4.73% in 2022, from 4.66% in 2021, is greater than in recent years. This reflects a positive outlook for technology spend

IT continues to be a critical investment area for airlines that want to improve and prosper, embracing the new post-pandemic aviation era. The total IT spend of airlines in absolute value is expected to increase to US\$ 37bn in 2022, in line with the airline revenue increases.

- Total IT spend
- Operating IT spend
- Capital IT spend
- Estimated value of IT spend in US\$ BN



## IT&T SPEND PREDICTIONS



Expected change in IT&T spend versus previous year

### ANALYSIS

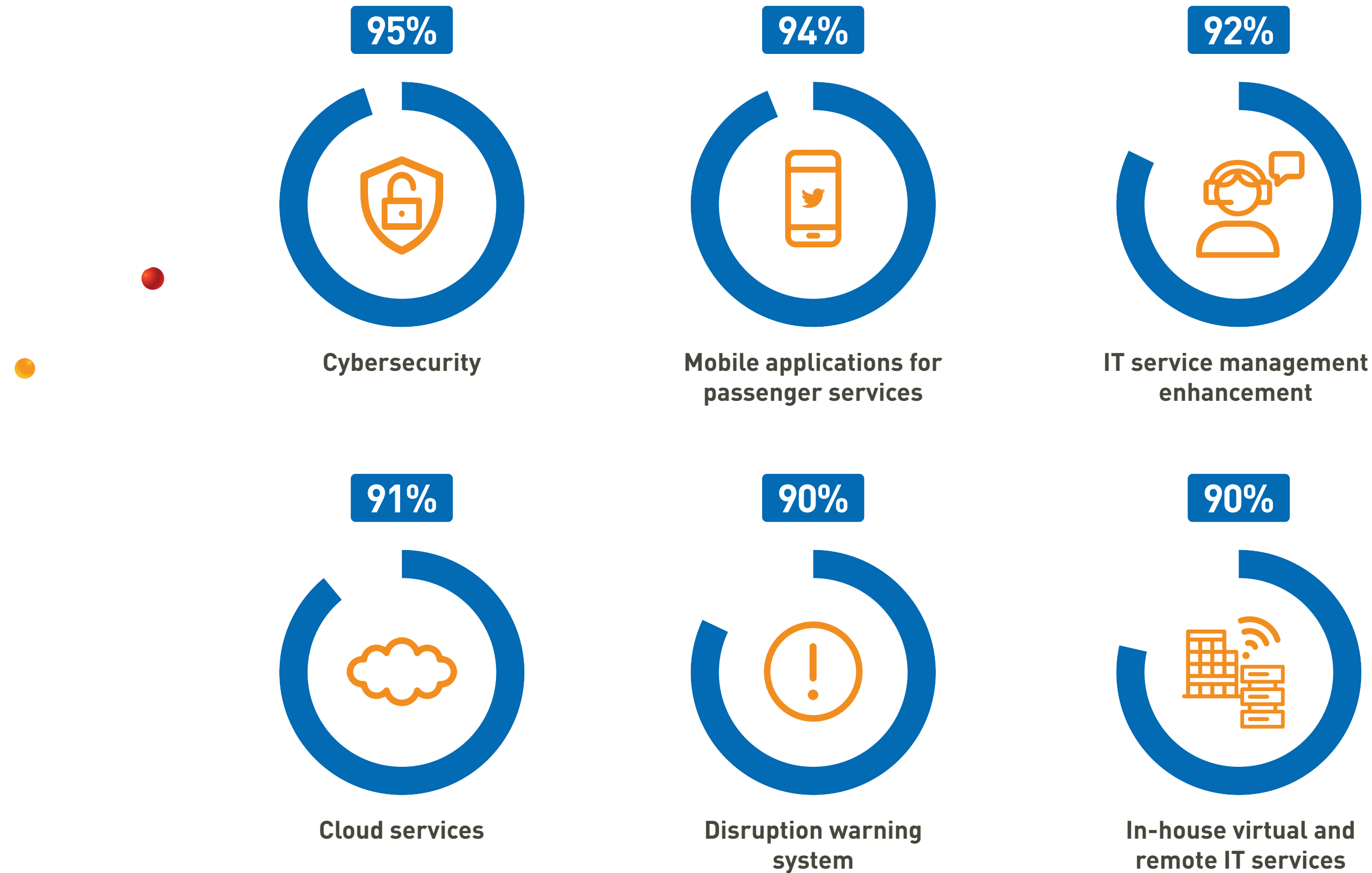
#### IT&T spend predictions

Most airlines experienced business recovery 2021 with 67% of them confirming an increase in their IT budget, seizing the opportunity of reduced passenger movement to improve operations by investing in IT&T updates.

As the industry embraces a new era of travel, airlines understand the importance of streamlining operations and implementing IT solutions. Airlines are showing optimism, predicting continued increases in IT budget over the next two years, with 72% planning an increase in 2022. 96% of airlines predict their IT budget will stay the same or increasing by 2023.



## INVESTMENT PRIORITIES FOR IT SERVICES



% of airlines planning major programs / R&D by 2025

### ANALYSIS

#### Investment priorities - IT services

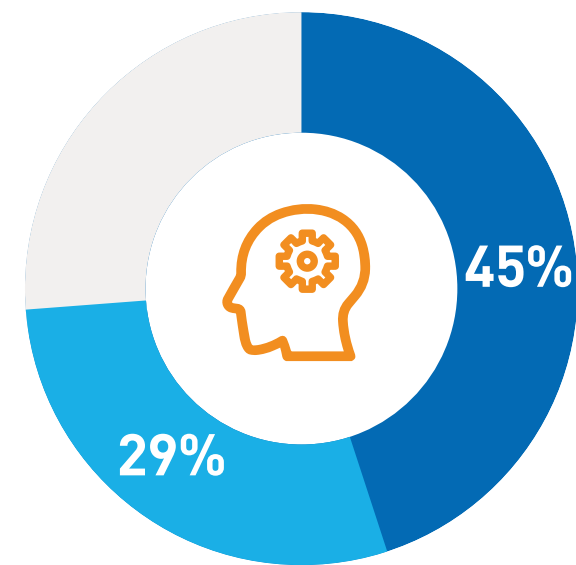
Airlines have maintained three top priorities for IT services investments for the next three years:

95% are investing in cybersecurity initiatives; there is a high appetite for investing in mobile applications for passenger services (up to 94%, from 88% in 2021) and cloud services (91%) with all three remaining high on the agenda as in 2021.

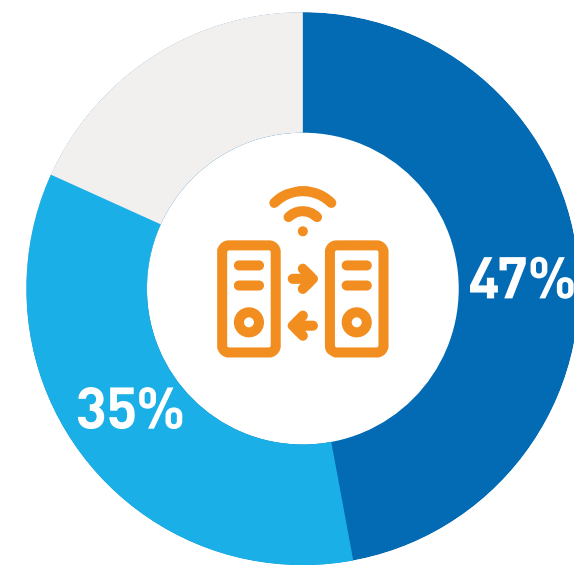
There are 3 new IT services that are rising in priority with most airlines investing in major programs for IT service management enhancement (92%), disruption warning systems (90%) and In-house virtual and remote IT services (90%). Airlines' digitalization remains crucial for streamlining operations and as they focus their investments accordingly to drive efficiencies.



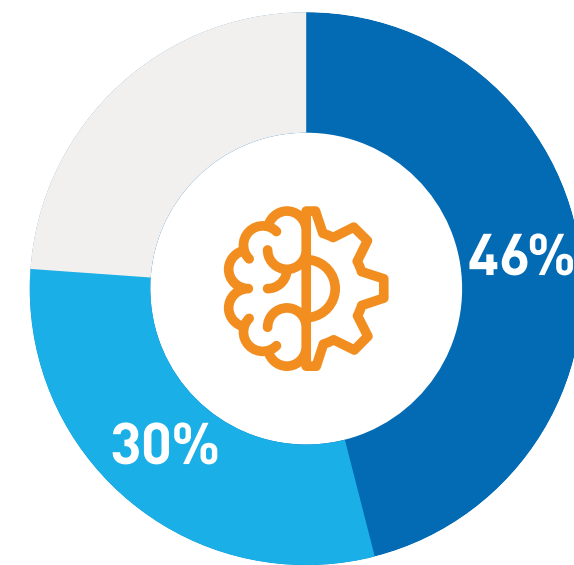
## INVESTMENT PRIORITIES FOR TECHNOLOGIES



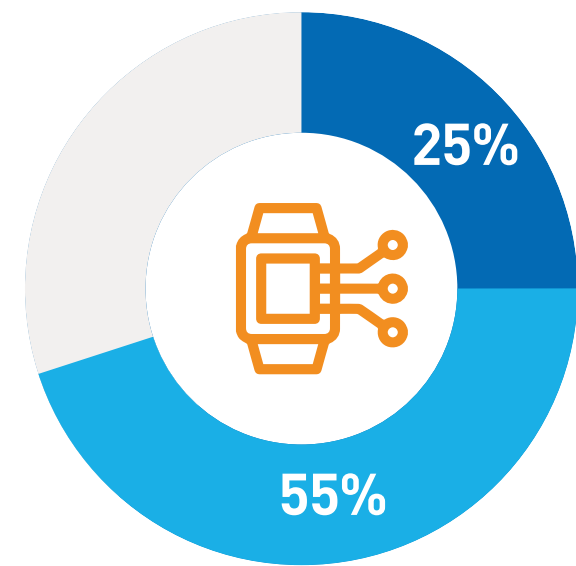
Business intelligence software



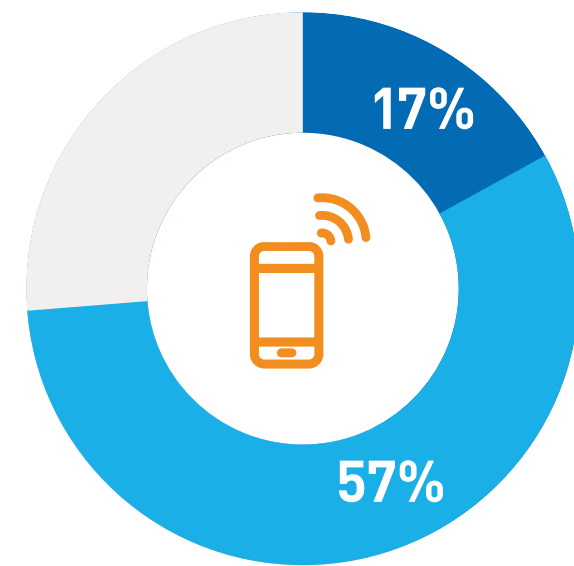
Data exchange technology (XML)



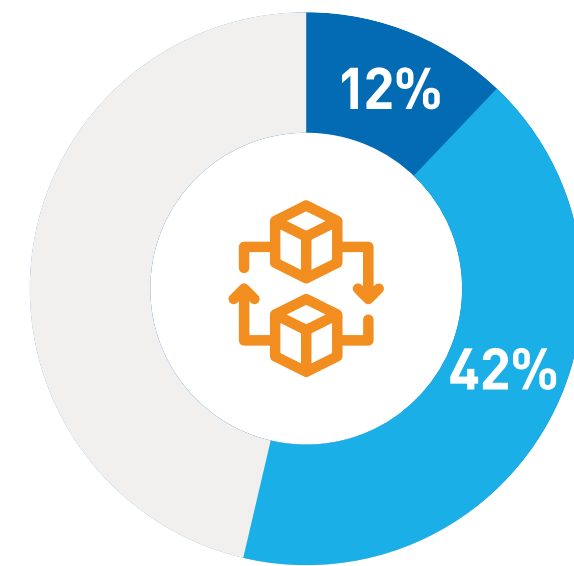
Artificial intelligence (AI)



RFID



Near Field Communications



Mixed reality

● Major program  
● R&D

% of airlines planning major programs / R&D by 2025

### ANALYSIS

#### Investment priorities - technologies

During the coming three years, airlines will continue to drive investments in emerging technologies. The top four priorities remain the same, as airlines focus on data management to enhance their business models and operational efficiencies through technologies such as business intelligence software (74%), data exchange technologies (82%), artificial intelligence (76%), and Radio Frequency Identification (RFID) tracking (80%).

Two areas look set for significant growth in the future, despite showing low implementation at the present moment. Airlines have doubled R&D plans for Near Field Communications (57%) and 'augmented/virtual reality tech' (42%) suggesting they have the potential to become areas of focus in years to come.

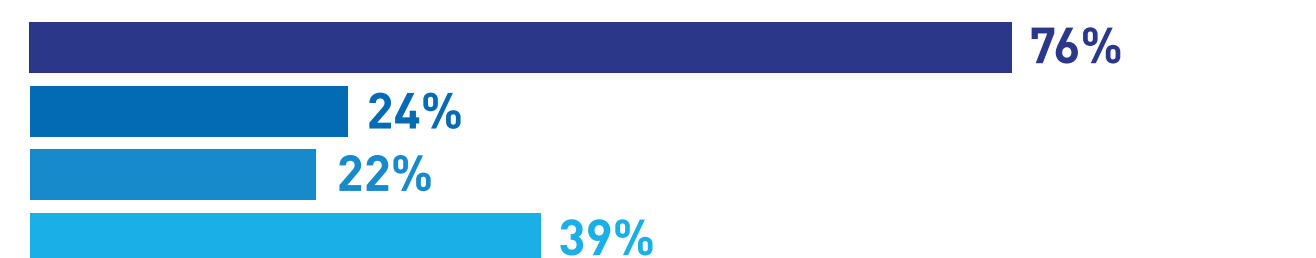


# PASSENGER ID MANAGEMENT

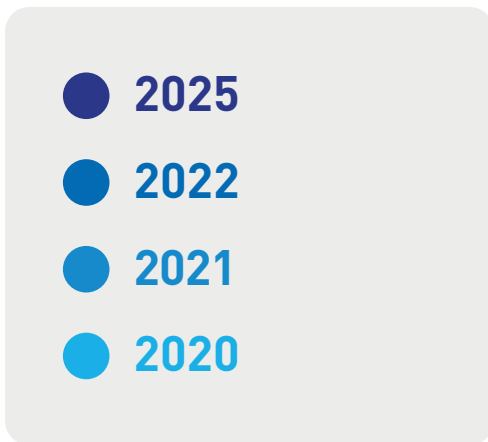
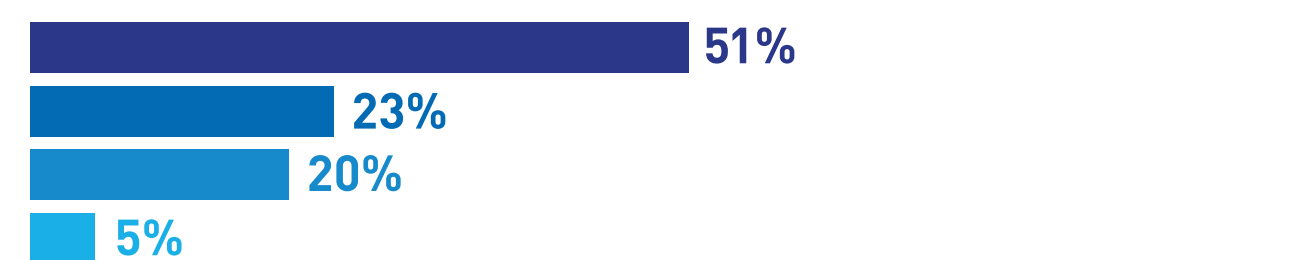
## Staff checking & scanning ID documentation



## Self-boarding gates using biometric & ID documentation



## Self-boarding gates using biometric only



% of airlines with an implemented or planned passenger ID management solution

## ANALYSIS

### Passenger identity management

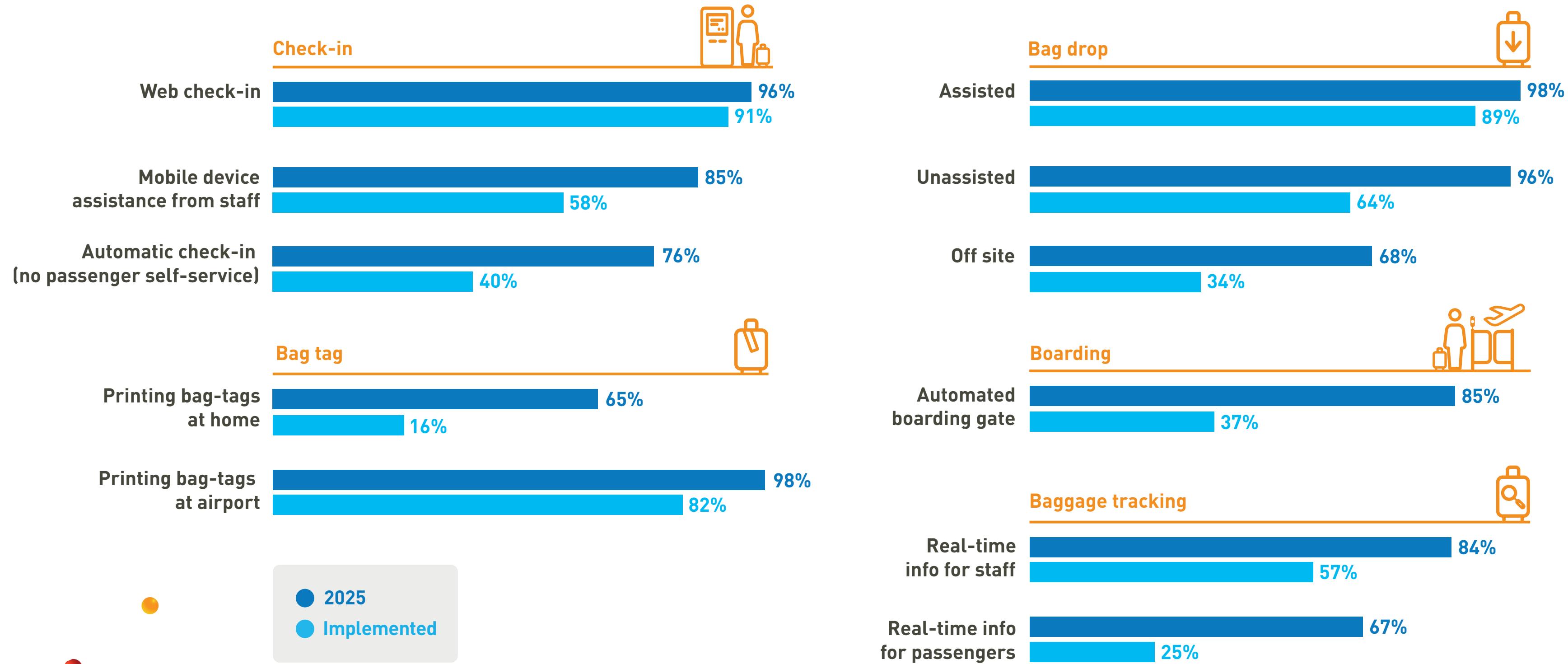
The use of passenger identity management technologies for self-boarding continues to be a dominant airline strategy, with investment showing a slight increase in 2022 and a positive outlook for the future.

As airlines gradually adopt self-boarding solutions, their plans for the future look optimistic, with 76% forecasting to implement self-boarding gates using biometric & ID documentation by 2025.

Looking ahead, it is clear that airlines are focused on streamlining passenger services using biometrics and are moving away from having their staff check and scan identity documentation. This area sees a significant drop, with only 20% of airlines confirming long-term investments - today this is implemented by 58% and is planned to reach 78% by 2025.



# AIRLINE SELF-SERVICE INVESTMENT



% of airlines with implemented or planned self-service initiatives

## ANALYSIS

### Airline self-service investment

As airlines continue to invest in processes to improve the passenger experience at the airport, the top areas of focus are mobile, web and automated services.

Through check-in, bag drop, printing bag tags, boarding, and baggage reclaim, a large number of airlines are offering all-around self-service at the airport:

- 91% of airlines are currently offering web check-in.
- Implementation of assisted bag drop is increasing (89%, up from 73% in 2021), while 64% of airlines have already implemented the unassisted bag drop.
- Over a third of airlines (37%) have implemented automated boarding gates, and another 48% are planning to have this service by 2025.
- More passengers now receive real-time information sent to their mobile about their bags, with 25% of airlines offering this service, and another 42% confirming implementation by 2025.

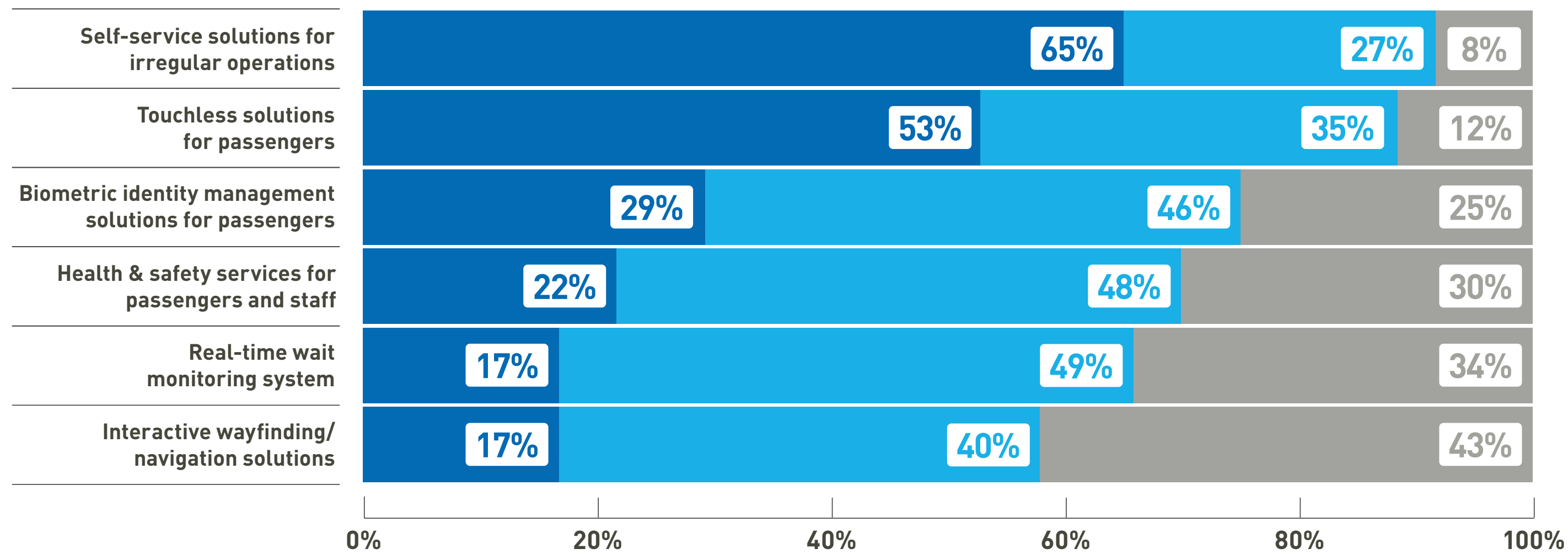
Staff access to real-time information on mobile devices continues to be a focus for investment:

- 58% of airline staff support passengers at check-in using mobile devices, up from 40% in 2021.
- 57% of airlines currently provide staff with access to real-time baggage status.





## AIRLINE INVESTMENT PRIORITIES AT THE AIRPORT



- No plans
- By end of 2025
- Implemented

% of airlines with implemented or planned initiatives at airport by 2025

### ANALYSIS

#### Airline investment plans at the airport

As airlines respond to the new trends of the aviation industry and progressively regain passengers to pre-pandemic levels, they have enhanced investments in initiatives at the airport while continuing to focus on the same priorities.

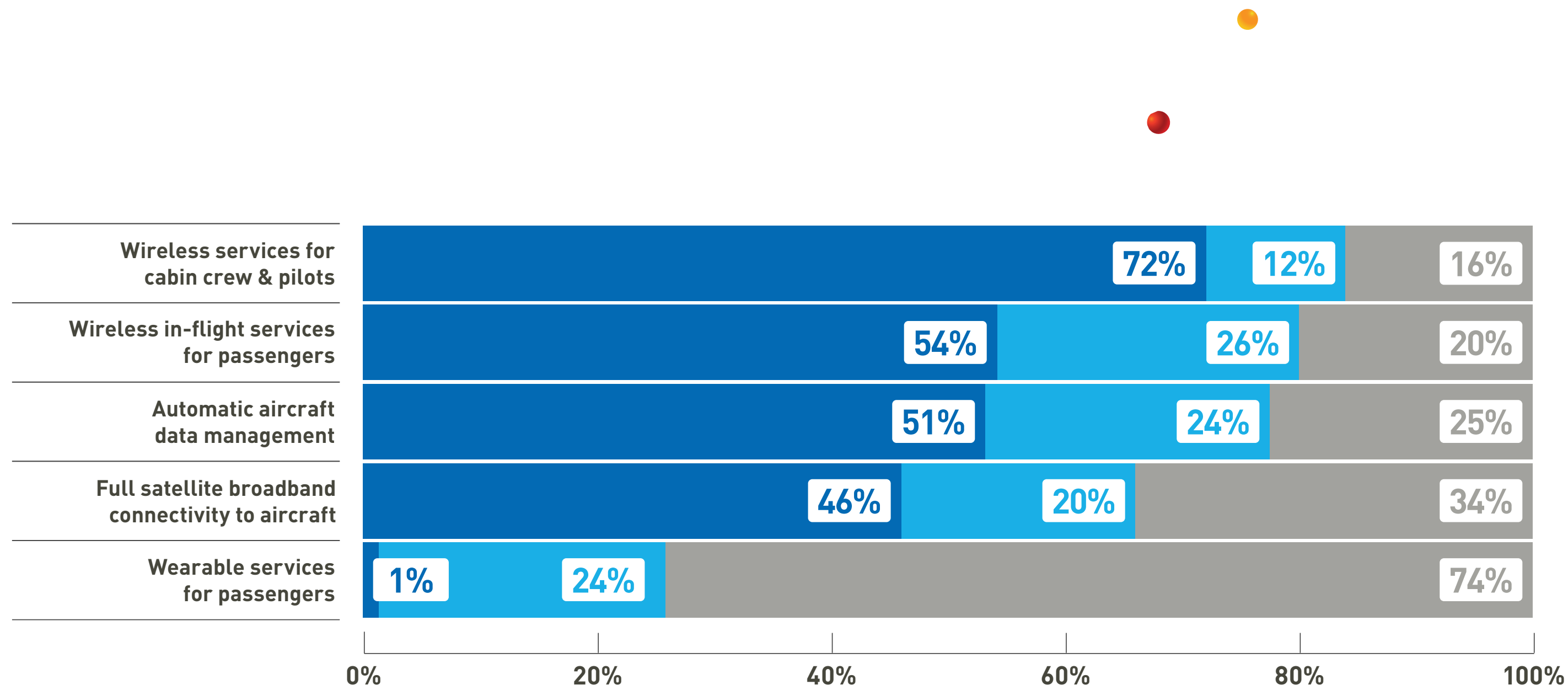
Self-service solutions to help tackle irregular operations remained the top priority this year (92%).

Touchless solutions for passengers are high on airline investment agendas, with 88% confirming implementation plans by 2025, up from 73% in the previous year.

Biometric ID management for passengers is a critical investment area, where 75% of airlines plan to implement solutions by 2025.



## AIRLINE INVESTMENT PRIORITIES ON BOARD



- No plans
- By end of 2025
- Implemented

% of airlines with implemented or planned initiatives on board by 2025

### ANALYSIS

#### Airline investment plans on board

Airlines are looking to innovate and become more agile by improving their operations as a response to the current industry trends set by the pandemic.

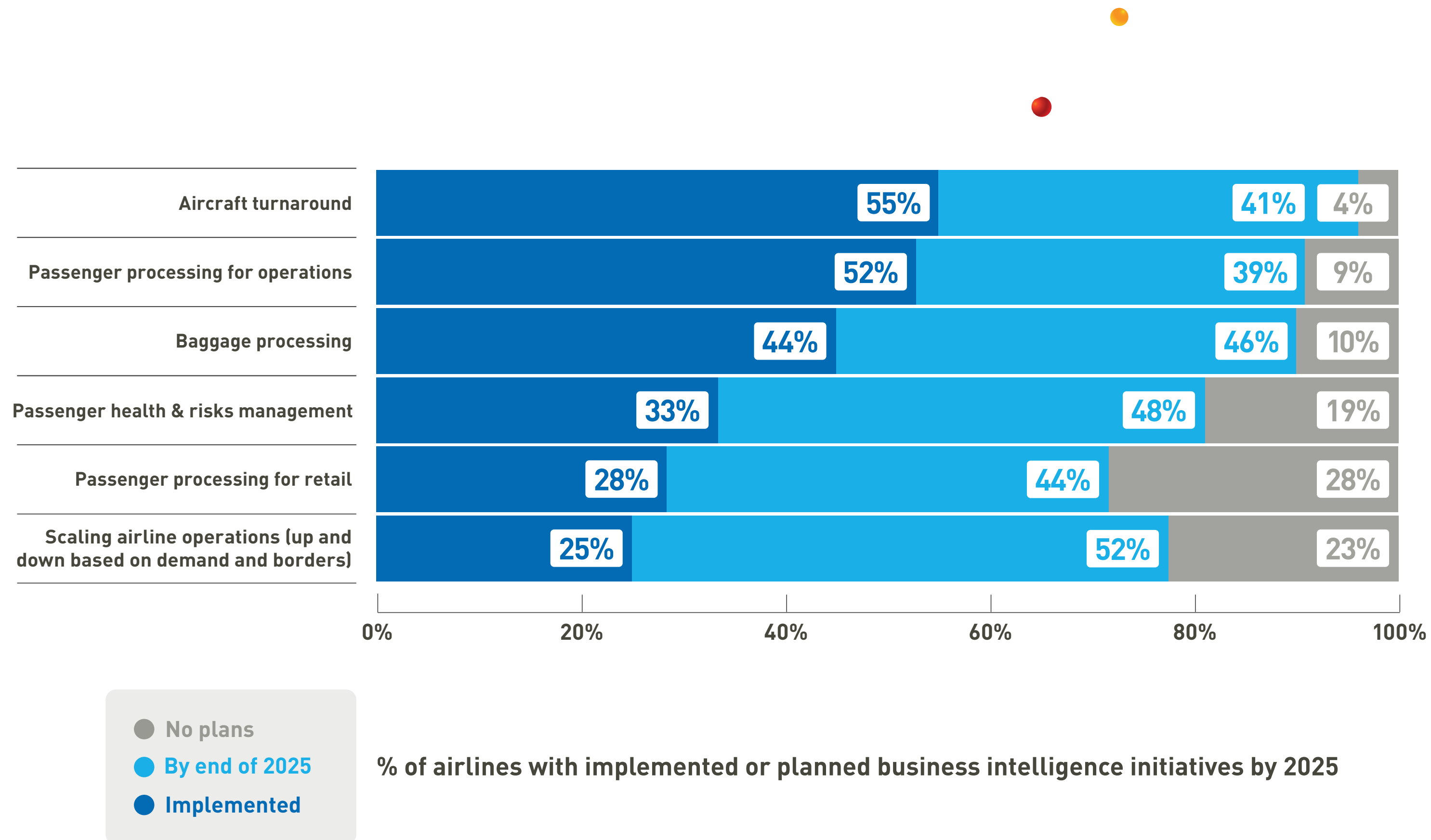
As a result, they are investing in several initiatives to improve on board data management and connectivity, with the top focus areas being:

- Automatic aircraft data management – this remains a key investment priority this year, confirmed by 75% of airlines.
- 84% of airlines are focusing investments on wireless services for cabin crew and pilots and another 80% prioritize wireless in-flight services for passengers.

The focus suggests that airlines are making steady progress in implementing on-board connectivity, with some of them (66%) maintaining investments in full satellite broadband connectivity to aircraft.



## BUSINESS INTELLIGENCE INITIATIVES



### ANALYSIS

#### Business intelligence initiatives

When it comes to implementation of business intelligence (BI) initiatives, this year saw significant increases in two areas: Aircraft turnaround (96%), and Baggage processing (90%).

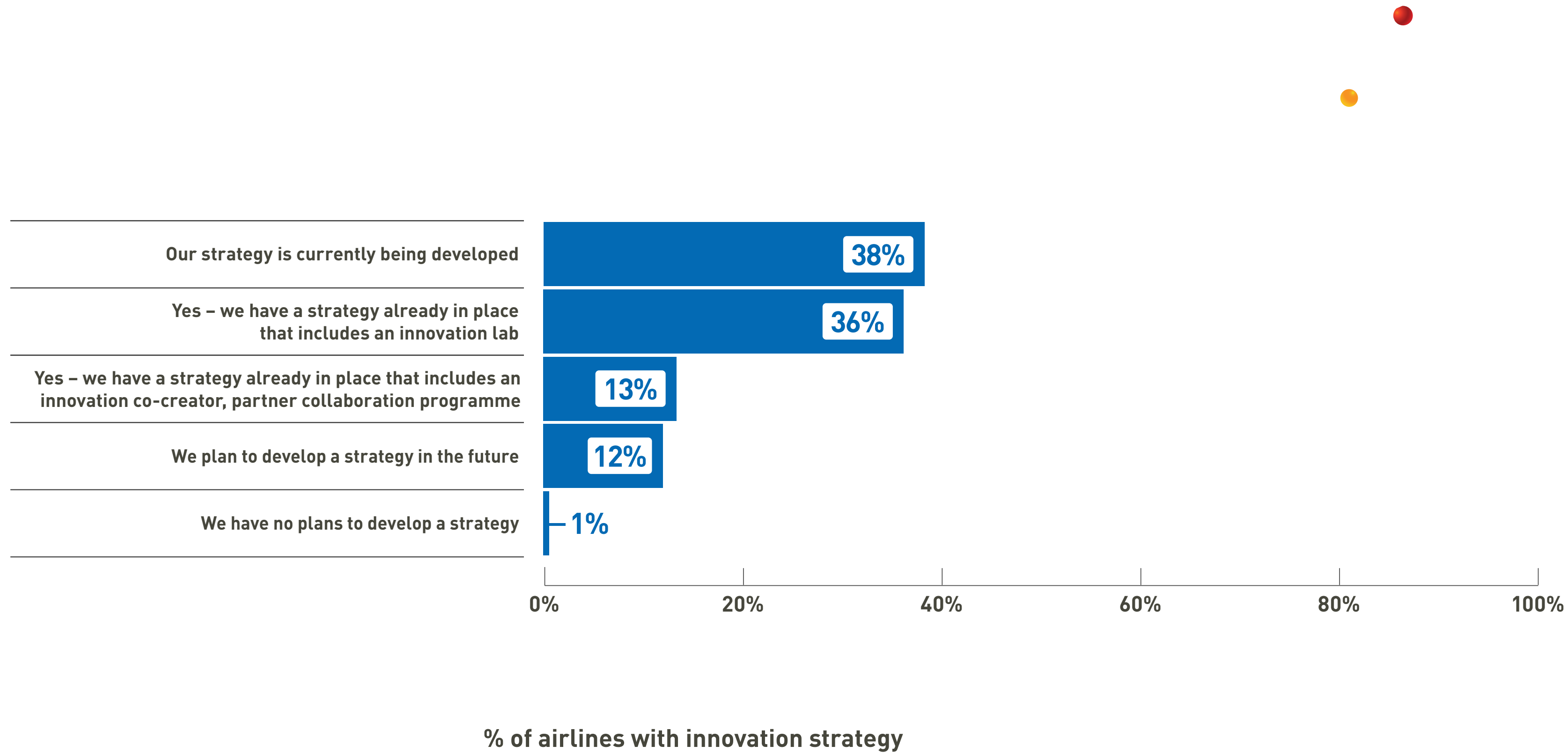
Passenger processing for operations remains a key investment area, where 91% of airlines confirmed investment to tackle this in order to streamline operations.

These findings mirror the wider trend of airlines looking to minimize disruption, increase agility and scalability of resources, in order to reduce costs and improve efficiency.

Other BI priorities in the top 6 are: Passenger health and risks management – 81% of airlines confirmed implementation by 2025, scaling airline operations based on demand (77%); and Passenger processing for retail (72%).



## INNOVATION INITIATIVES



### ANALYSIS

#### Innovation initiatives

Over the past few years, having an innovation strategy has clearly become a priority for airlines.

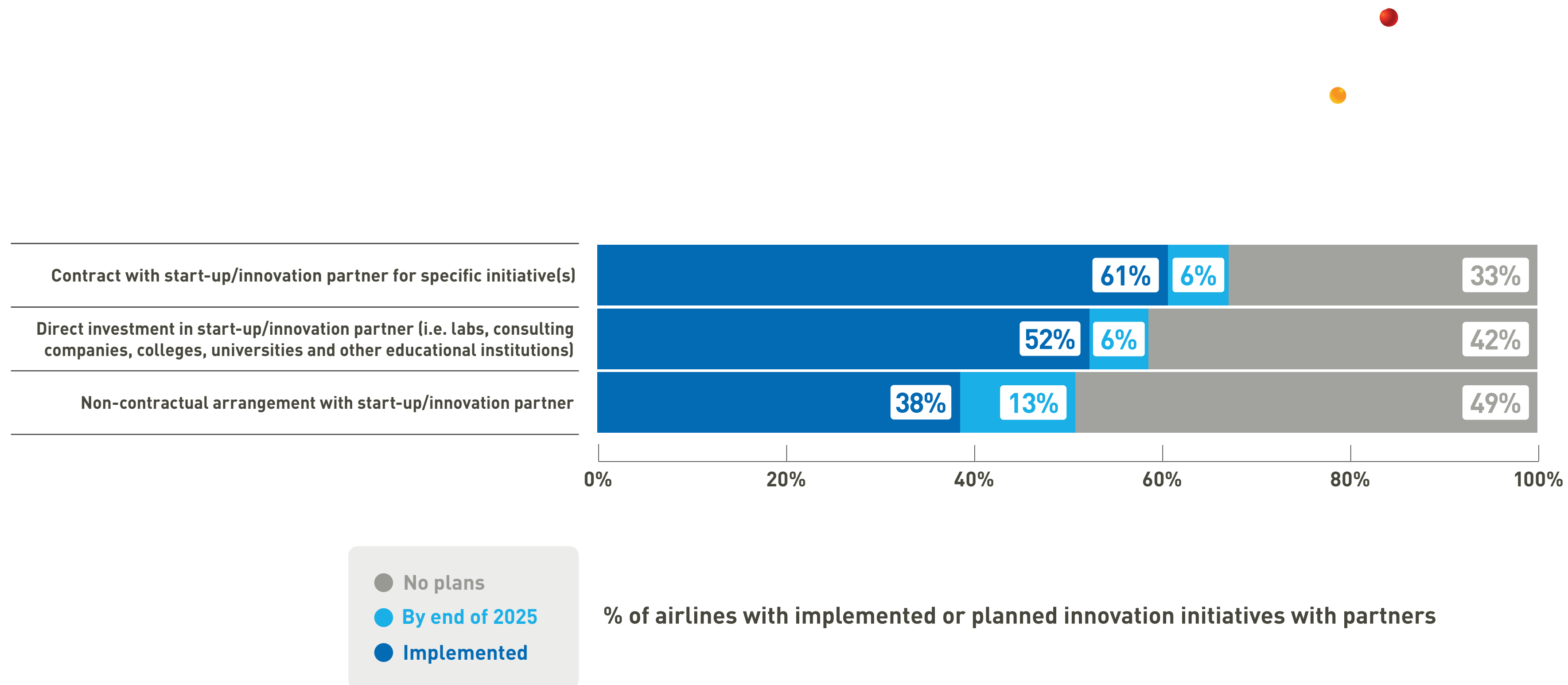
Looking back, in 2018, 31% of airlines had no innovation strategy in place\*, with 13% confirming no plans to implement such a strategy.

Today only 1% say they have no plans in place, while 87% of airlines have an innovation strategy now or one that is one that is currently being developed, with a further 12% having plans to develop such a strateg in future.

\*Air Transport IT Insights 2018



## INNOVATION INITIATIVE



### ANALYSIS

#### Innovation initiatives

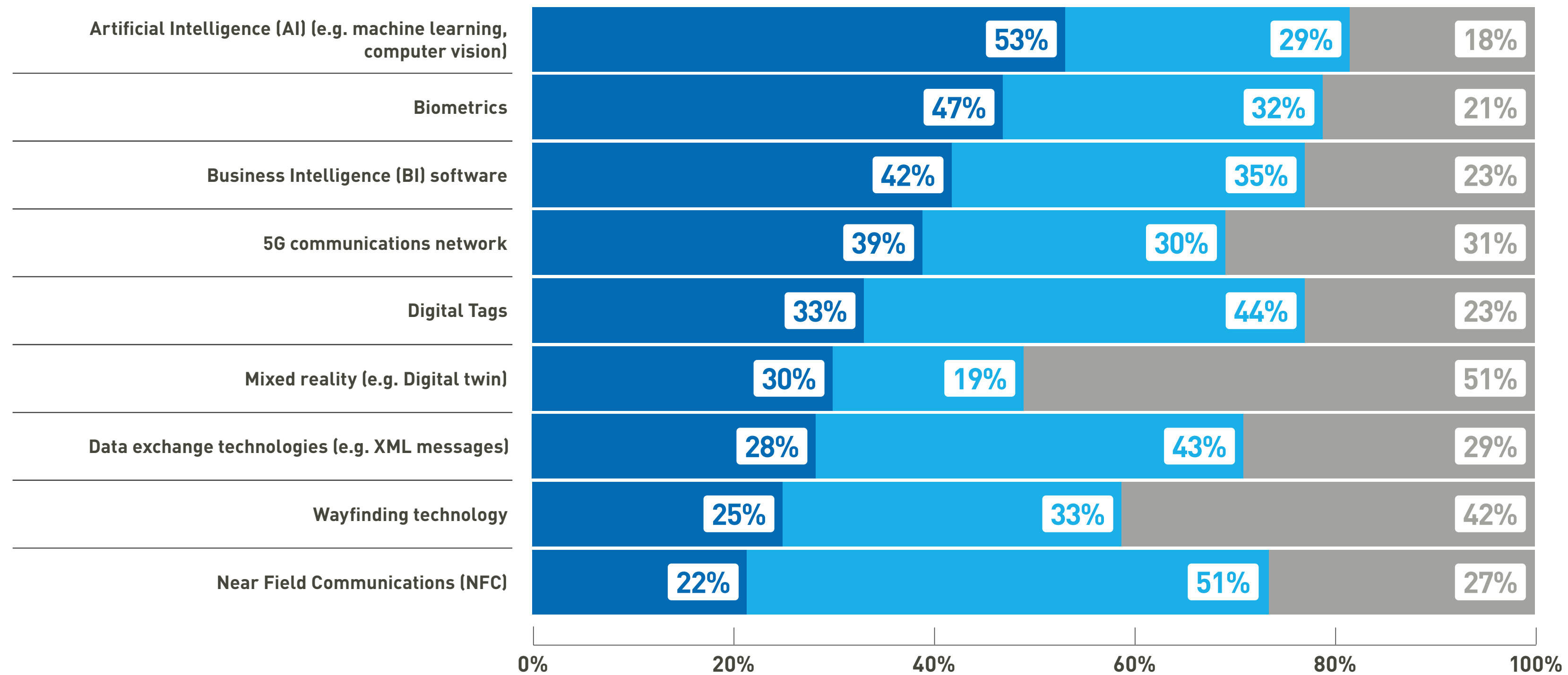
There is an obvious trend for airlines to implement innovation strategies by collaborating with tech third parties. This is mainly undertaken on a contractual basis, working with innovation partners on selected initiatives, as confirmed by 61% of airlines, while 38% opt for non-contractual agreements.

Another approach that has seen strong growth in the last four years is direct investment in start-ups and innovation partners. Back in 2018 only 22% of airlines had implemented such relationships\*, but today over half (52%) have done so.

\*Air Transport IT Insights 2018



## ENGAGEMENT WITH INNOVATION PARTNERS



% of airports with implemented innovation strategy initiatives by 2025

### ANALYSIS

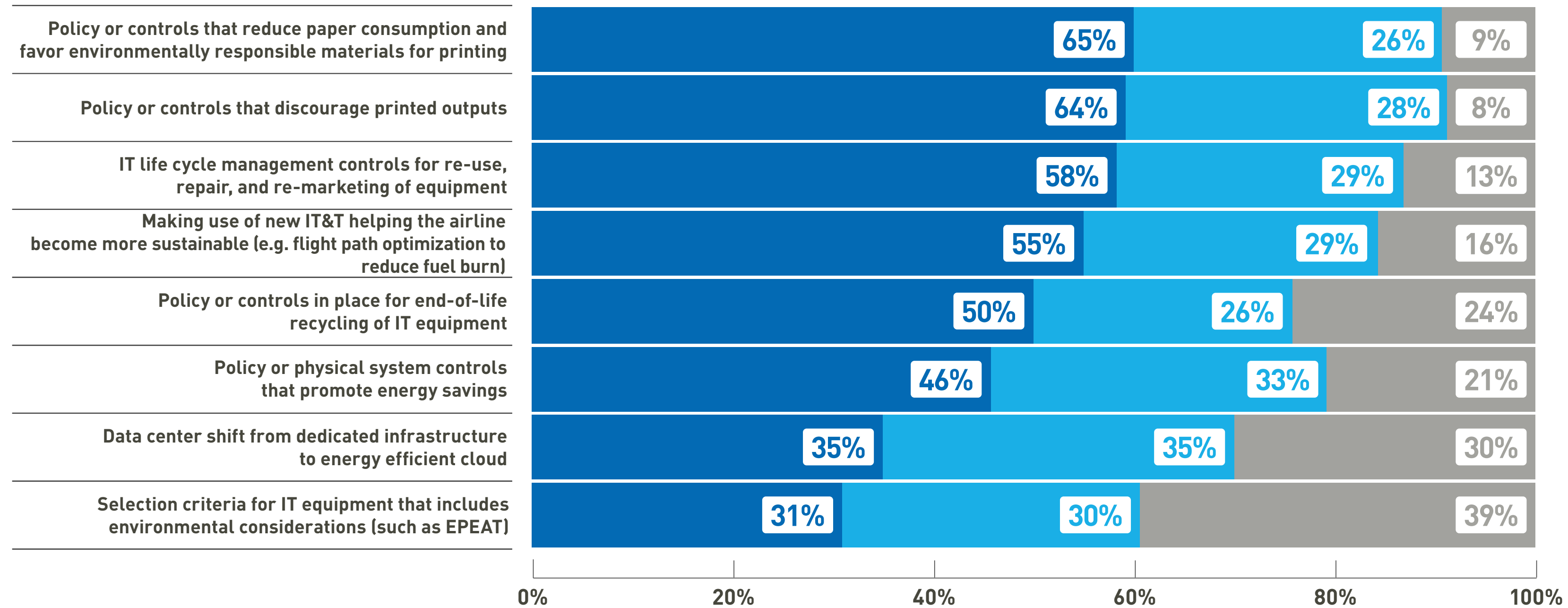
#### Innovation partners

Artificial Intelligence (AI) is the most common technology area where innovation partnerships take place (53%).

The top 6 technologies of focus where airlines collaborate with innovation partners to drive implementation are those same technologies being prioritized by airlines in their IT&T investments, both immediate and long term: AI (82%), Biometrics (79%), BI software (77%), Digital Tags (77%), Data exchange technologies (71%), Near Field Communications (73%) and 5G communications network (69%).



## IT SUSTAINABILITY INITIATIVES FOR AIRLINES



% of airlines with implemented or planned IT sustainability initiatives by 2025

### ANALYSIS

#### IT sustainability initiatives for airlines

A key focus for airline investments in IT sustainability initiatives continues to be on policies or controls that reduce paper consumption for printing (65%) or discourage printed outputs (64%).

Priorities gaining momentum in 2022 are the greening of IT through policies and controls that focus on sustainable life cycle management (58% of airlines implemented) and end-of-life recycling of IT equipment (50%).

Technologies that continue to help airlines become more sustainable are flight path optimization to reduce fuel burn: 55% of airlines have implemented these technologies and a further 29% plan to do so by 2025.

Sustainability continues to be an important consideration when it comes to IT&T investments. As a result, 70% of airlines are planning a data center shift from dedicated infrastructure to an energy efficient cloud or other large-scale infrastructure by 2025. Another 61% confirmed applying selection criteria for IT equipment that is optimized with environmental considerations.



## AIRPORT IT TRENDS

As air travel continues its post-pandemic recovery, the industry is undergoing continuous transformation. As a result, it is looking for innovation and automation to shape a new era of travel. For this reason, IT has become a critical component of every part of the business.

Though investments as a percentage of revenue may have decreased slightly in 2021, SITA's IT Insights survey reveals that in 2023 93% of airports expect overall IT expenditures to grow. The IT solutions sought will enable airports to deliver enhanced services even when faced with staffing shortages, increased traffic loads, and a mix of changing geopolitical, economic, and environmental external influences.

In terms of where the investments are being focused, core areas such as cybersecurity, biometrics and cloud services remain highest priority. New technologies such as interactive navigation/wayfinding and 5G communication networks are gaining traction as the industry responds to resolve the latest challenges around congestion and connectivity at airports.

Innovation is becoming mainstream, with most airports having strategies in place compared to four years ago. Airports are innovating with partners, implementing key technologies to help streamline operations around passenger management and scalability based on demand. Similar to airlines, the technologies where airports are bringing in partners to innovate are the

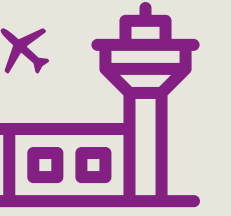
same as the top six IT&T investment priorities, with BI, AI, Data Exchange being at the forefront. Given the unsettled market due to volatility and changing external factors, airports must stay agile and innovate to future-proof their businesses.

Looking at the next three years, agility, scalability, and operational efficiency are critical considerations for airports' business models amid the ever-evolving environment imposed by the pandemic and technology advancements.

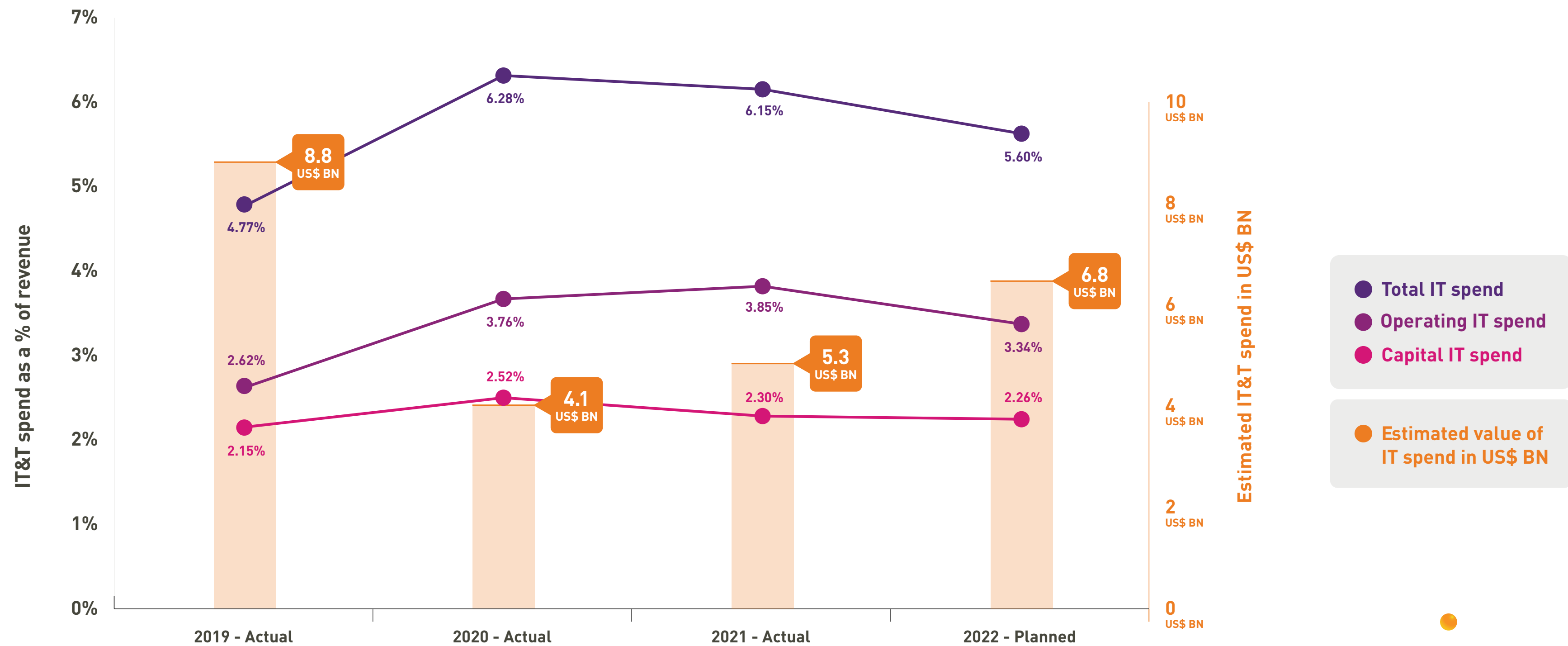
With this in mind, the findings show that almost all airports plan to adopt BI solutions to gain better visibility across their operations, focusing on key areas such as flight operations, asset management, and passengers. Looking at sustainability strategies, the Airport IT Insights Survey respondents confirm a strong commitment to the greening of IT solutions, primarily addressing recycling and life cycle management of IT equipment. At the same time, sustainability policies, passenger, and infrastructure initiatives remain top airport agenda items, with many airports putting in place water refilling stations, as well as building green spaces and implementing renewable energy solutions.

As the industry changes, stakeholders are channelling the same vision, prioritizing BI, Data Exchange, and Biometrics consistently among airports and airlines alike, as confirmed by the Airline IT Trends Survey.





## IT&T SPEND IN 2022



### ANALYSIS

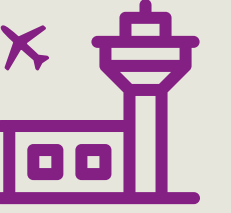
#### IT&T spend for airports

2022 saw a small decrease in Information Technology & Telecommunications (IT&T) spend as a proportion of revenue – down to 5.60% from 6.15% in 2021.

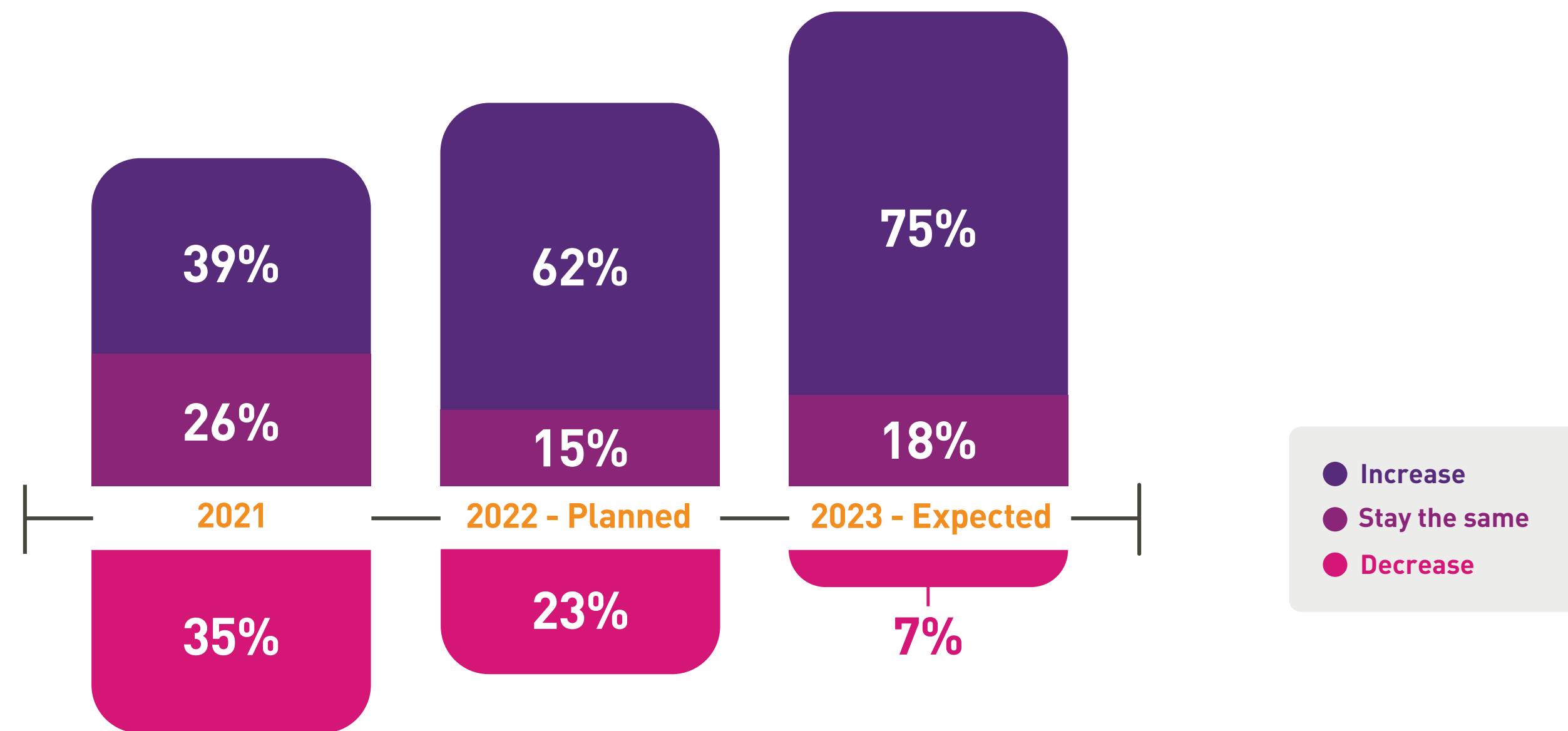
The actual 2022 spend indicates operating spend reduced slightly compared to capital spend (3.34% planned Opex versus 2.26% planned Capex).

Given that revenues are still likely to be lower than pre-pandemic levels in 2022, it is a good sign that airports continue investments in IT&T and telecommunications as a percentage of revenue, to help future proof their businesses.

The survey findings suggest that airport IT spend follows a similar pattern to that of airlines. Airports' total IT spend in absolute value is expected to be at around US\$6.8bn in 2022.



## IT&T SPEND PREDICTIONS



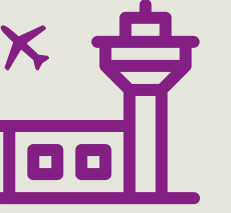
Expected change in IT&T spend versus previous year

### ANALYSIS

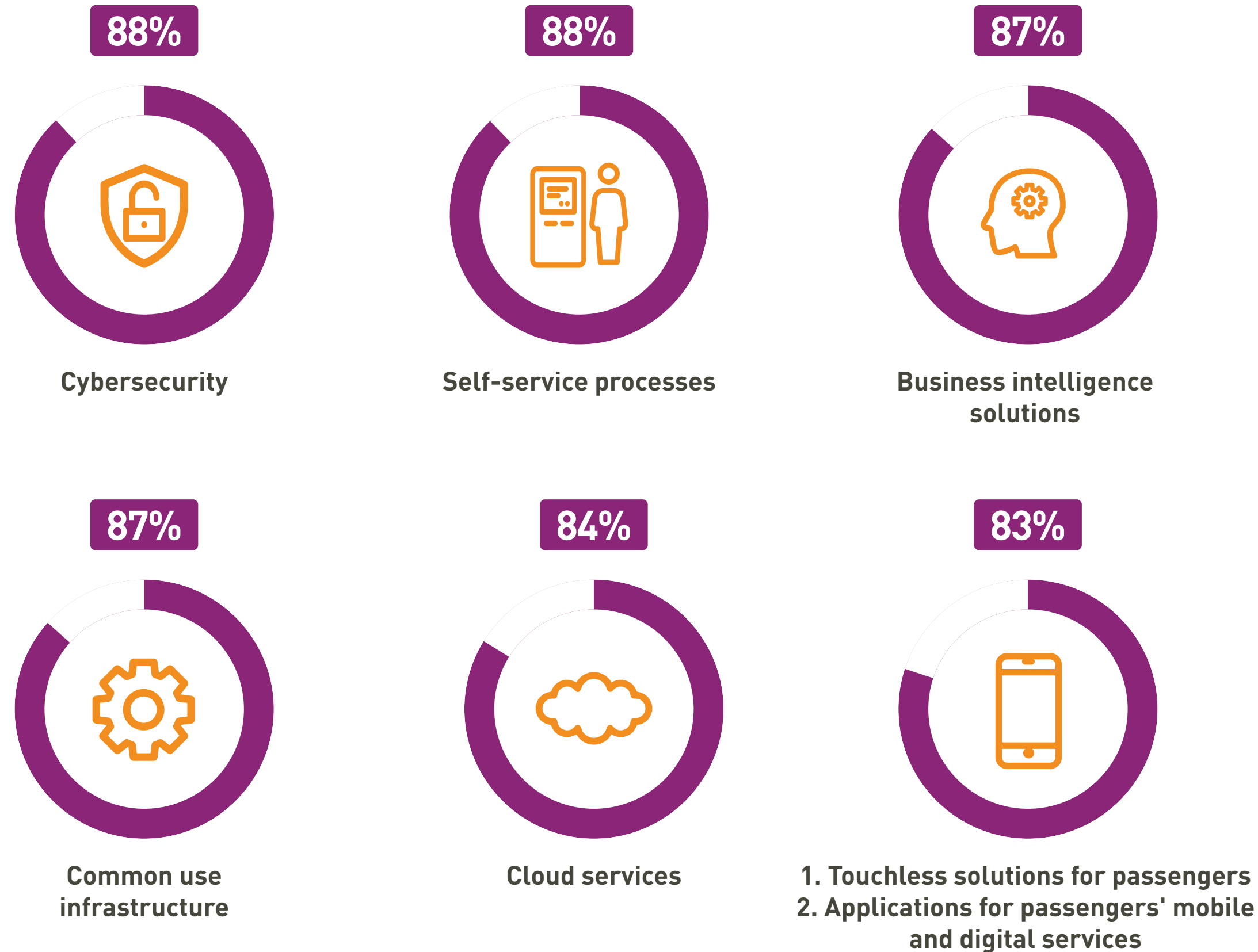
#### IT&T spend predictions

While growth in IT&T spend has been predicted cautiously, 75% of airports anticipate IT&T investment increase in 2023. Very few (18%) expect their investment to stay the same in 2023.

This demonstrates that airports are leveraging technology to help them meet the increasing traffic demands and provide a seamless passenger experience as they adjust to the post-pandemic travel era.



## INVESTMENT PRIORITIES FOR IT SERVICES



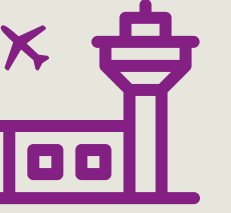
% of airports planning major programs / R&D by 2025

### ANALYSIS

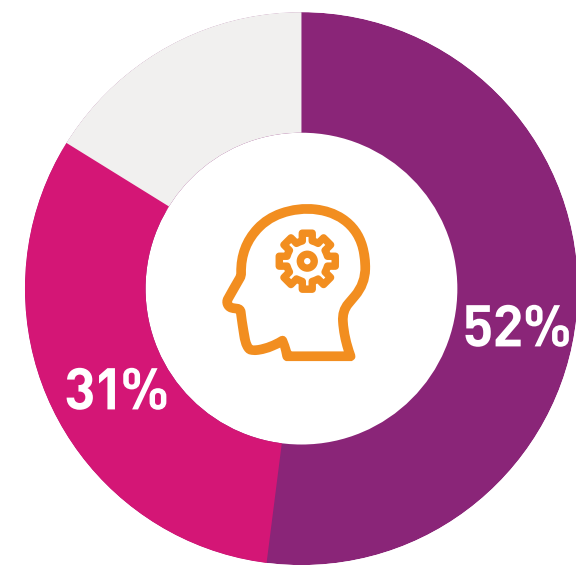
#### Airport CIOs' priorities for IT services

Cybersecurity initiatives, Self-service processes and Cloud services all remain high priorities for airports over the next three years, 88%, 88% and 84% respectively.

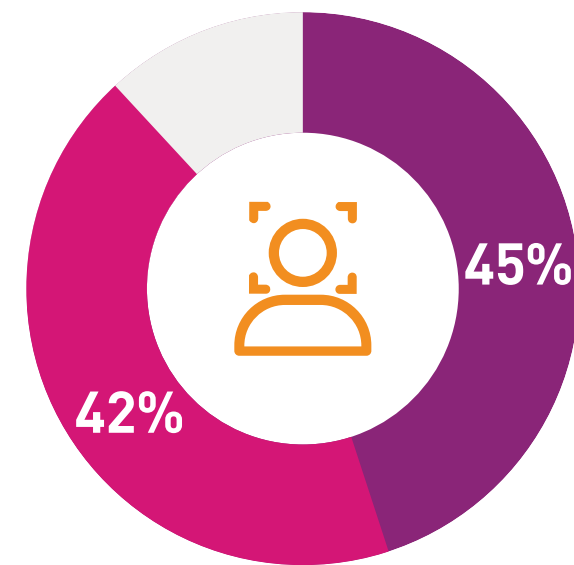
In addition to these critical services, airports are prioritizing investment in four other areas to help them enhance agility in their business and operations: Business intelligence solutions and Common-use infrastructure account for 87% of CIO IT investment plans while Touchless solutions, as well as Applications for passengers' mobile and digital services, account for 83% of airport CIOs' investment plans.



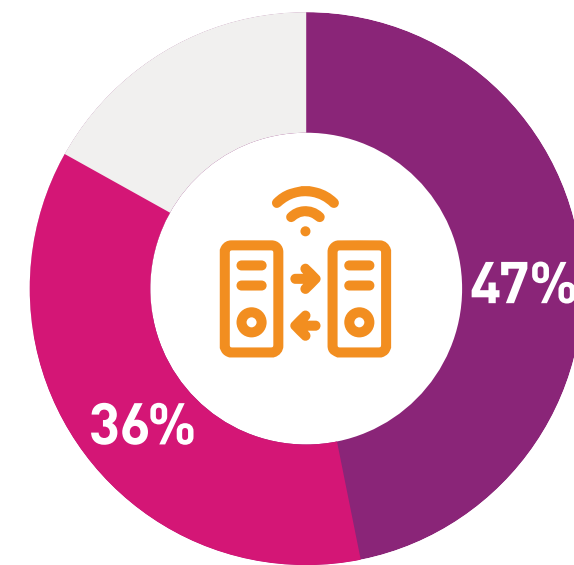
## INVESTMENT PRIORITIES FOR TECHNOLOGIES



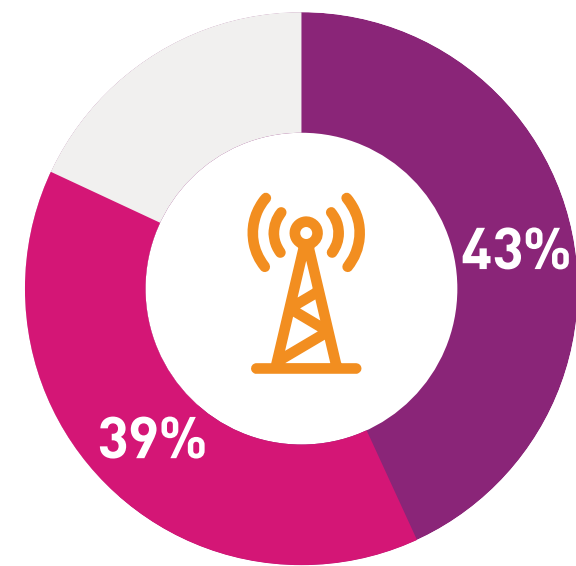
Business intelligence software



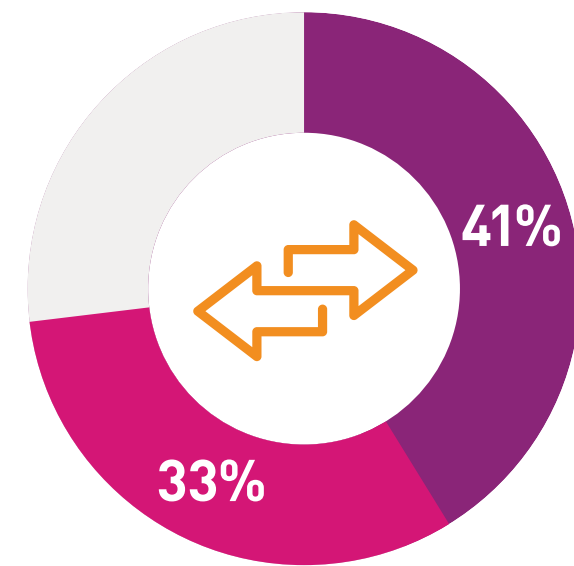
Biometric ID management



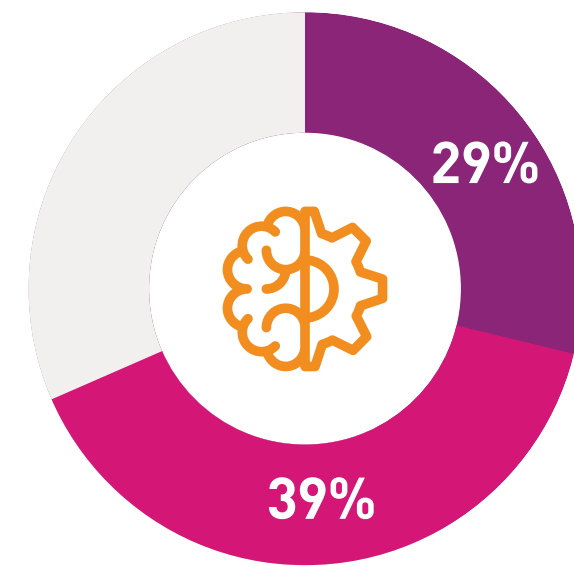
Data exchange technology (XML)



5G communications network



Interactive navigation/wayfinding solutions



Artificial intelligence (AI)

● Major program  
● R&D

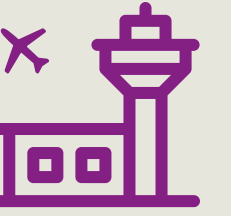
% of airports planning major programs / R&D by 2025

### ANALYSIS

#### Airport CIOs' priorities for technologies

The top IT Investments for technologies remained mostly the same as in 2021, with slight fluctuations: BI, Data exchange technologies and Biometric ID management, have major programs set by more than 45% of airports in 2023. Looking to the future, there are two technologies where airports are upping their plans in order to improve efficiency. A key one is 5G communications network: 43% of airports confirm they have major development programs and another 39% have R&D programs for the technology.

Interactive navigation/wayfinding solutions almost doubled compared to 2021 with airports confirming major programs (41%) and R&D programs (33%). This suggests that airports are responding to passengers' pressing digital needs and are implementing solutions to tackle congestion struggles. AI remains a high priority where airports continue investment as they explore new capabilities of this technology to streamline operations.



## CONTINUED INVESTMENT IN BIOMETRICS AT BORDERS AND BOARDING



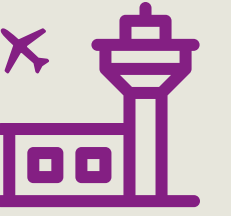
### ANALYSIS

#### Passenger identity management

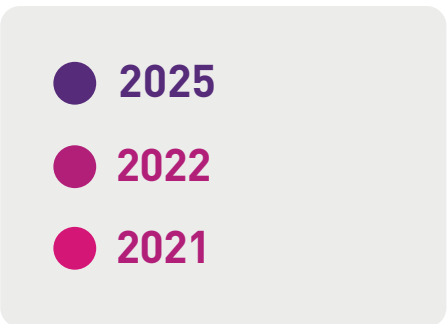
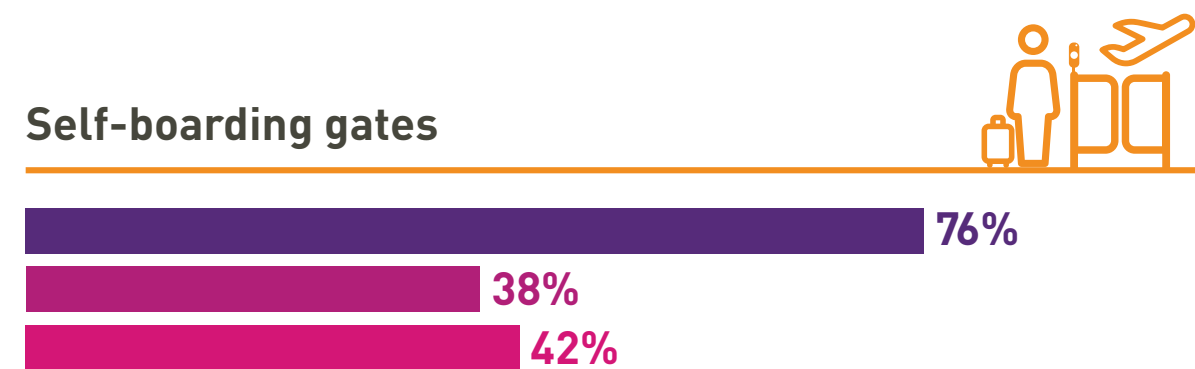
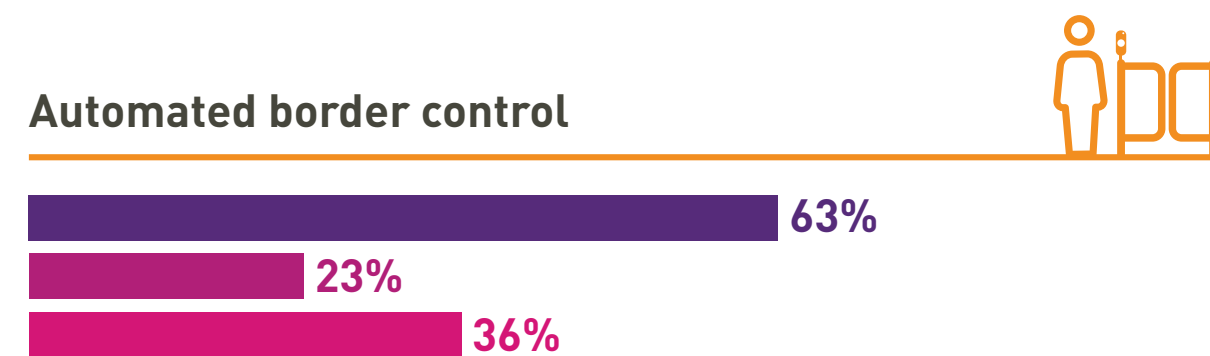
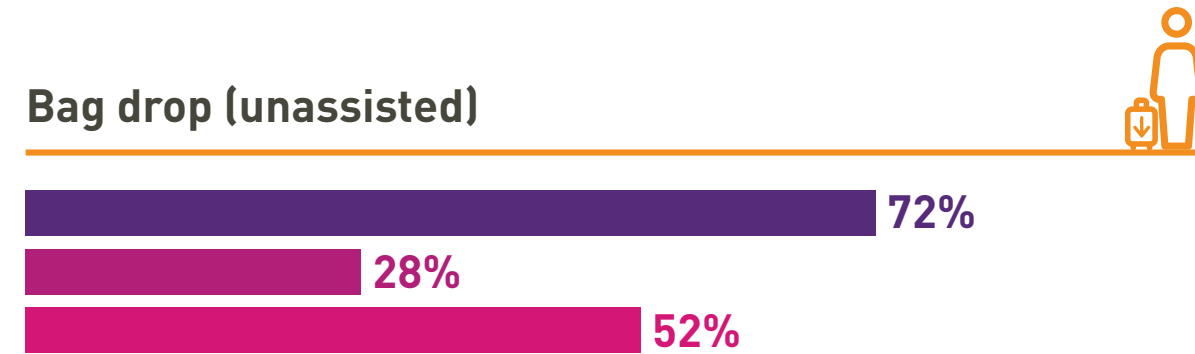
When it comes to self-service specifically, airports have continued to implement initiatives in response to changing societal concerns and to streamline passenger processing. Implementation of secure single biometric increased by 36% compared to last year. Following the same path, Enrolment at the airport (at 42%) increased by 10% compared to 2021.

Other areas seeing self-service initiatives as a priority include Self-boarding gates using biometrics only (43%), and Self-boarding gates using biometrics and travel documents (39%).

Looking to the near future, airports are focused on Self check-in, with 86% confirming plans to invest in this area by 2025. Second on the list is Self bag-drop, with 86% of airports confirming plans for implementation, and another 69% prioritizing Airport security.



## AIRPORTS CONTINUE TO FOCUS ON PASSENGER PROCESSING



% of airports with implemented or planned self-service initiatives

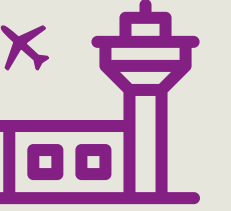
### ANALYSIS

#### Airport self-service investment

To help facilitate passenger processing and mitigate staffing shortages, airports are working closely with the airlines and ground handlers, offering more self-service solutions.

The vast majority of airports continue to implement Check-in via kiosk and printing Bag-tags at kiosks, at 96% and 95% respectively. Self-service bag drop remains an area of high interest and an investment priority, with 72% of airports implementing unassisted bag drop and 96% assisted bag-drop by 2025.

In terms of future investment, airport priorities include Self-boarding gates, with 76% stating plans to implement these services by the end of 2025.



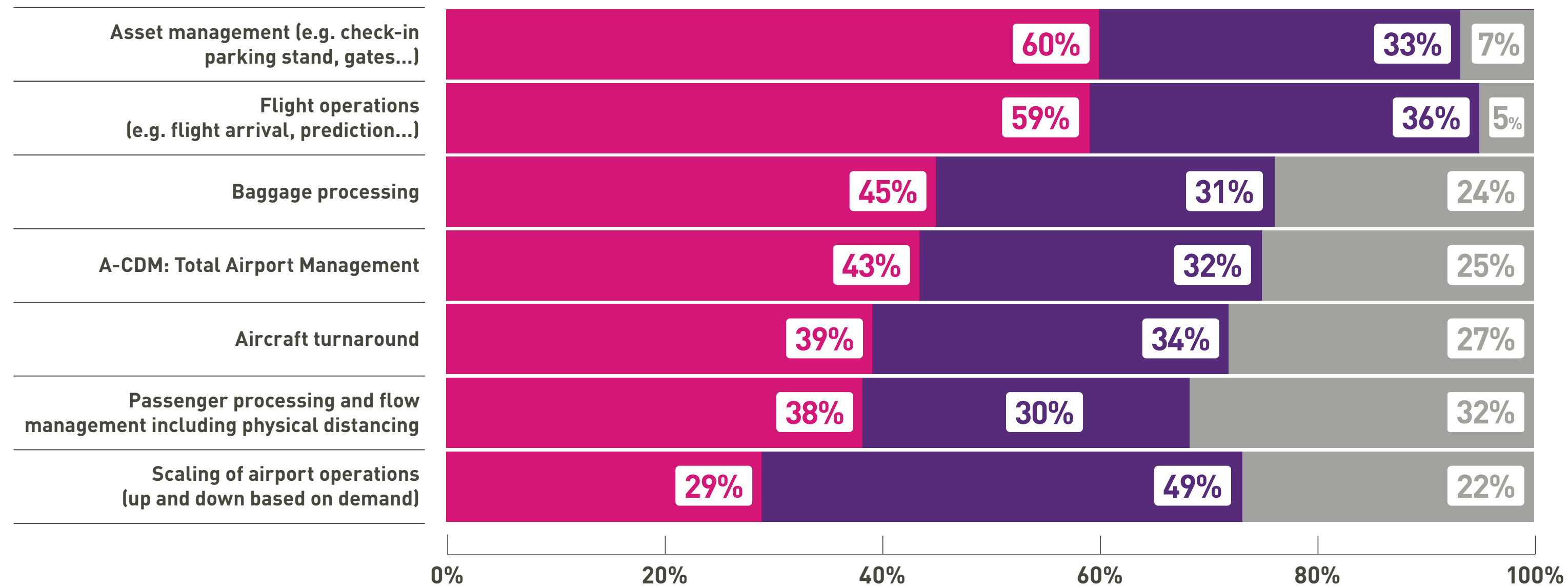
## BUSINESS INTELLIGENCE INITIATIVES

### ANALYSIS

#### Business intelligence initiatives

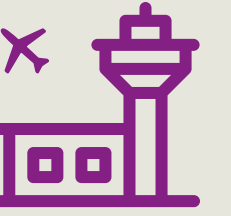
Business Intelligence (BI) solutions remain a key strategy for airports to better understand their business and minimize disruptions. In light of current market conditions, airports are striving to remain agile and adapt to the changes with more than 90% focusing their investments on Asset management and Flight operations solutions. 75% of airports are prioritizing Airport Collaborative Decision Making (A-CDM /Total Airport Management) which consequently remains high on their investment agenda, ensuring that resources are well utilized to act at pace with market fluctuations.

The focus on baggage processing is another top priority for airports with 45% having implemented solutions to tackle mishandling and another 31% confirming plans to do so by the end of 2025. Flexibility is critical for scaling operations up and down. Already, 29% have implemented BI to achieve this, and another 49% plan to by the end of 2025. BI will help airports to remain agile and respond to changing conditions efficiently and effectively.

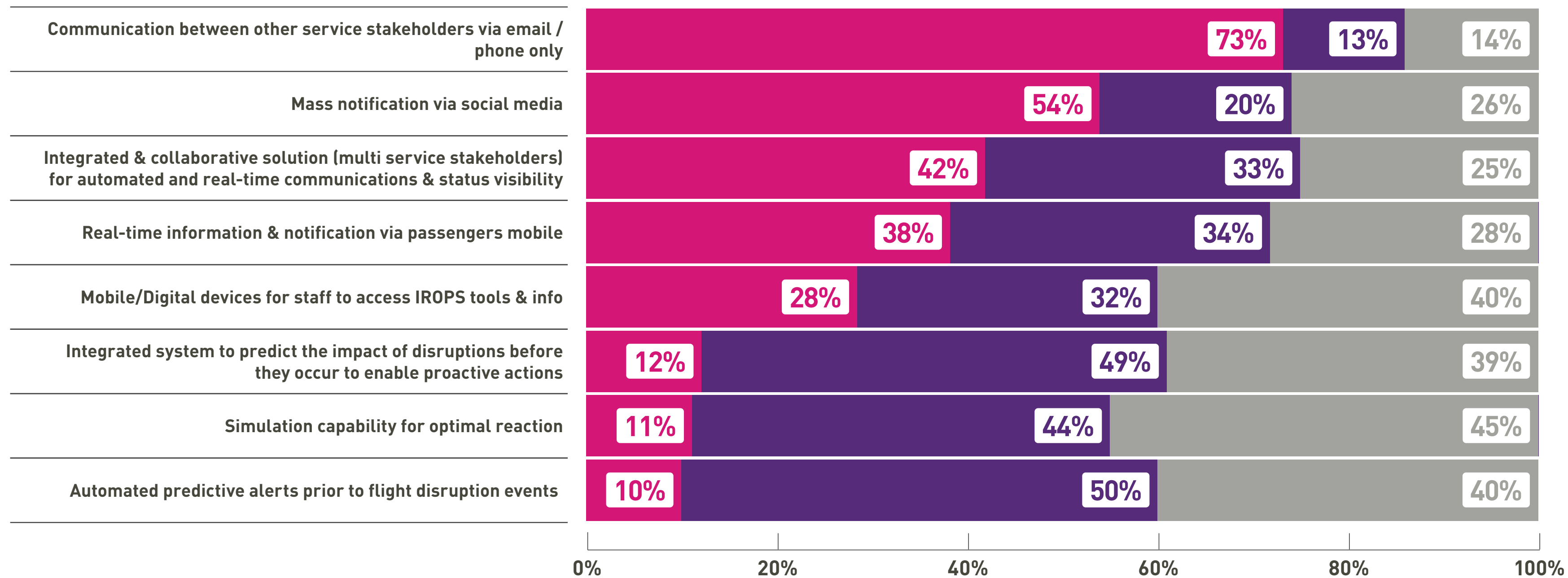


- No plans
- By end of 2025
- Implemented

% of airports with implemented or planned business intelligence initiatives by 2025



## DISRUPTION MANAGEMENT



% of airports with implemented or planned technology solutions by 2025

### ANALYSIS

#### Disruption management

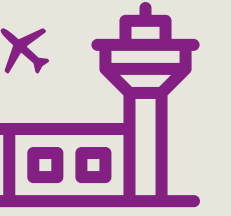
With the rapid rise of post-pandemic air travel, compounded by ever-changing conditions, airports are reacting by becoming more agile and responding to disruptions before they happen. This explains airport investment in predictive analytic technologies to tackle disruption management.

Today, the focus is on implementing solutions to facilitate communication between services and stakeholders (73%), along with mass notification via social media (54%).

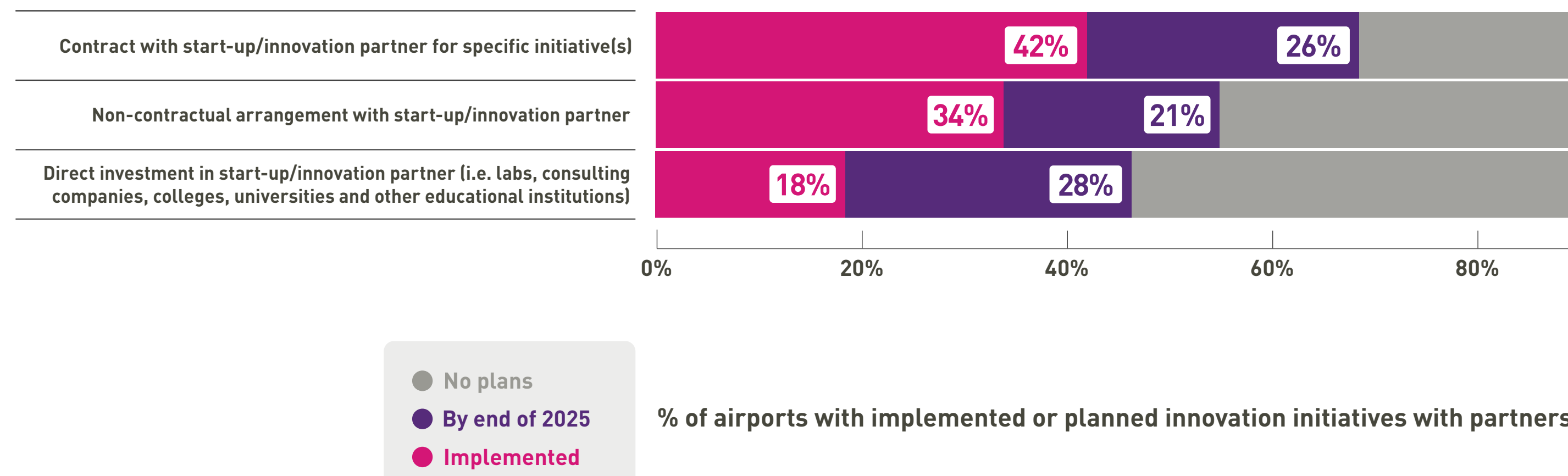
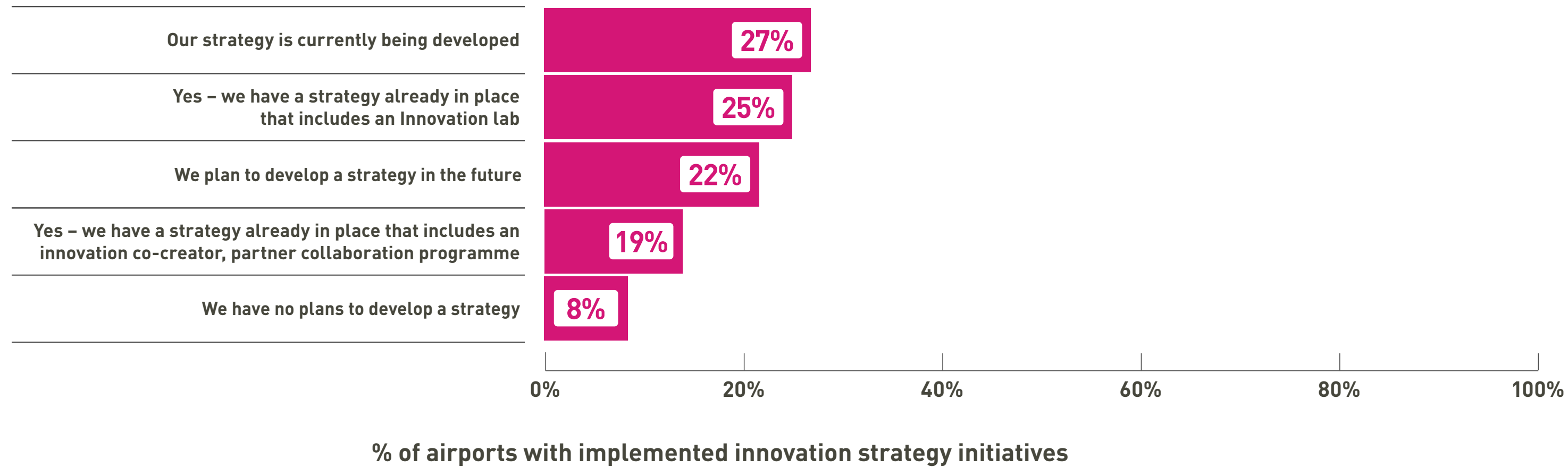
Airports are also setting their sights on integrating collaborative solutions with stakeholders for automated real-time communication and status visibility, with 75% of airports prioritizing investments in this area.

Looking out three years, airports plan to become more agile and act on disruptions before they happen by investing in simulation capabilities for optimal reaction (55%) and in automated predictive alerts prior to flight disruption (60%) by end of 2025.





## INNOVATION INITIATIVES



### ANALYSIS

#### Innovation initiatives

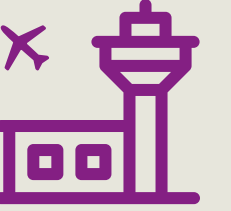
Innovation is gaining traction as a standalone practice, being a key priority on CXOs agendas.

The airport's innovation strategy is becoming mainstream: the number of airports with innovation strategies has doubled reaching 44%, up from 21% in 2018. Looking forward, 92% of airports say that they will have their innovation strategies in place – with only 8% saying they have no existing plans.

Today, airports are investing and bringing in partners to boost their innovation and ideation plans: 28% of airports are planning to directly invest in start-up/innovation partners (up from 9% in 2018\*).

The findings show that prior to the pandemic innovation efforts were primarily limited to in-house development.

\*Air Transport IT Insights 2018



## ENGAGEMENT WITH INNOVATION PARTNERS

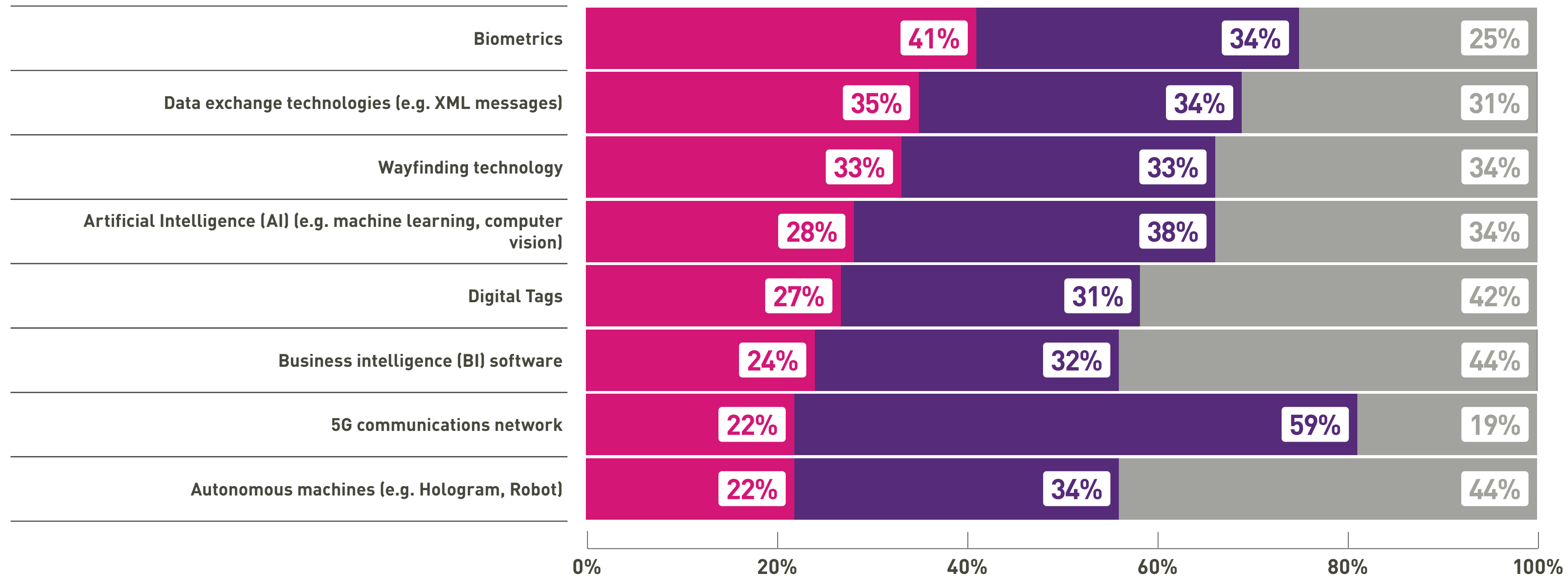
### ANALYSIS

#### Engagement with innovation partners

Airports are looking to collaborate with innovation partners to help them advance with the implementation of new technologies.

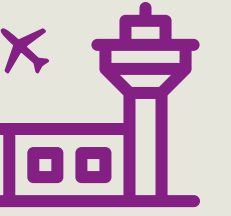
Biometrics are the most common with 41% of airports having explored solutions with partners, followed by Data exchange technologies (35%) and 'wayfinding technologies' (33%). There is a positive outlook for 5G communications partnerships with promising long-term plans, where 59% of airports predict implementation by the end of 2025, while today only 22% have them in place.

Artificial intelligence is another area of growth, with 28% of airports currently having partnerships in place and a further 38% planning to implement these over the next three years.

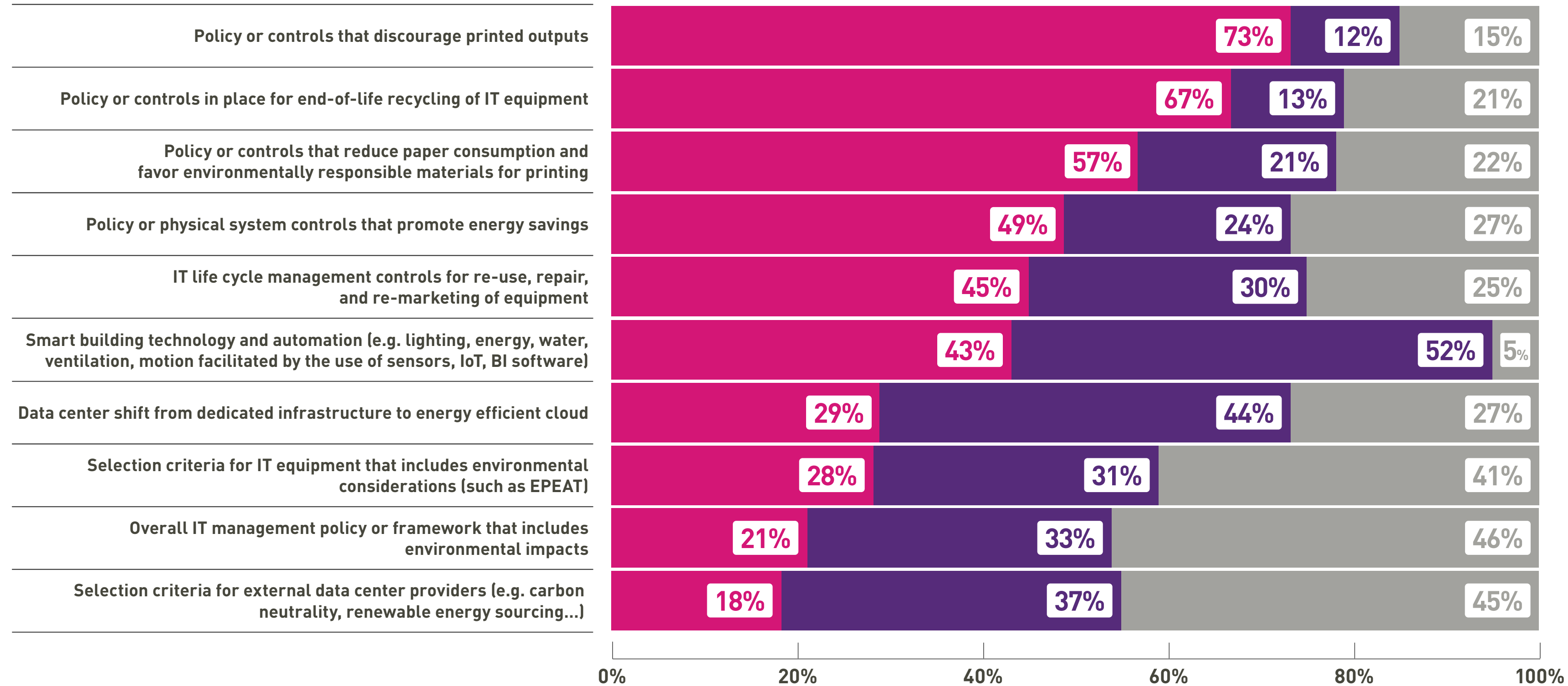


- No plans
- By end of 2025
- Implemented

% of airports with implemented innovation strategy initiatives by 2025



## IT SUSTAINABILITY INITIATIVES FOR AIRPORTS



% of airports with implemented or planned IT sustainability initiatives by 2025

### ANALYSIS

#### IT sustainability initiatives for airports

The last year has seen significant progress in IT-specific sustainability initiatives. Airports are moving forward with the greening of IT, which includes recycling IT equipment and IT life cycle management for re-using and re-marketing it.

There is a continued focus on making printing practices more sustainable through policies that discourage printed outputs (73% of airports have implemented this) or to reduce paper consumption and favor environmentally responsible materials for printing. Building on infrastructure is another green initiative that 93% of airports are undertaking to create green spaces and use natural light and renewable energy by 2025.

Looking out to the future there is increased interest in leveraging sustainable IT&T by using data efficiently to reduce fuel consumption, as well as to improve air quality and water management. As they evolve infrastructure, airports want to become smarter with building technology and automation to reduce CO<sub>2</sub> footprint, with 95% confirming initiatives in this area by 2025.





# METHODOLOGY



## SURVEY

SITA's Airline IT Trends Survey is well established as the global benchmarking survey for the airline industry.

The survey was first produced in 1999 and was designed to offer all air transport industry stakeholders the latest facts, figures and trends related to technology adoption and spending. Comparisons to previous surveys are made where appropriate, although the respondent sample may vary between years.

During August-October 2022, questionnaires were sent to senior IT executives in each of the top 200 passenger carriers, including low cost operators, together with carriers representing important players in the regional and leisure sectors.

The survey represents the views and insights of carriers representing 21% of global passenger traffic, providing a clear insight into IT strategic thinking and developments for the industry. This year's survey also explores the impacts of the recent pandemic that are set to transform the industry.

## WEIGHTING

A weighting system is applied, based on annual passenger traffic statistics, to ensure that the results are a representative sample in relation to global passenger traffic and to compensate for annual fluctuations in the respondent group. Direct comparisons with previous years' data from prior to 2017 should therefore be treated with caution.

## RESEARCH

Independent market research agency Savanta was commissioned to undertake the research on behalf of SITA. The research was conducted in strict confidentiality and the results are presented in an aggregated form. All source data remains confidential and the results of individual returns are not disclosed to the research stakeholders.

## SURVEY

The 19th annual Airport IT Trends Survey continues to be the most extensive study of IT trends within the global airport industry. The study took place during August-October 2022 and focused on senior IT executives at the world's airports.

This year's survey results came from respondents who collectively represent the views of 93 airports. The airports participating in this year's research represent 27% of global traffic (source: 2019 Airports Council International passenger traffic data) or 2.82 billion passengers.



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## SITA AT A GLANCE

### Easy and safe travel every step of the way.

- Through information and communications technology, we help to make the end-to-end journey easier and safer for passengers – from pre-travel, check-in and baggage processing, to boarding, border control and inflight connectivity.
- We work with over 400 air transport industry members and 2,500 customers in over 200 countries and territories. Almost every airline and airport in the world does business with SITA, and nearly every passenger trip relies on SITA technology.
- Our customers include airlines, airports, ground handlers, aircraft, air navigation service providers, and governments.
- Our solutions drive operational efficiencies at more than 1,000 airports, while delivering the promise of the connected aircraft to customers of 17,000 aircraft globally.
- We help more than 70 governments to strike the balance between secure borders and seamless travel.
- Created and owned 100% by air transport, SITA is the community's dedicated partner for IT and communications, uniquely able to respond to community needs and issues.
- We innovate and develop collaboratively with our air transport customers, industry bodies and partners. Our portfolio and strategic direction are driven by the community, through the SITA Board and Council, comprising air transport industry members the world over.
- We provide services over the world's most extensive communications network. It's the vital asset that keeps the global air transport industry connected in every corner of the globe and bridging 60% of the air transport community's data exchange.
- With a customer service team of over 1,700 people around the world, we invest significantly in achieving best-in-class customer service, providing 24/7 integrated local and global support for our services.
- Our annual Air Transport and Passenger IT Insights reports for airlines, airports and passengers are industry-renowned, as is our Baggage IT Insights report.
- We are a certified CarbonNeutral® company, reducing greenhouse gas emissions for all our operations through our UN recognized Planet+ program. In 2022, we committed to setting science-based emission reduction targets aligned to the Science Based Target initiative Net-Zero Standard.
- We also develop solutions to help the aviation industry meet its carbon reduction objectives, including reduced fuel burn and greater operational efficiencies.



For further information, please visit [www.sita.aero](http://www.sita.aero)

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