

SAS Ground Services Case Study

SAS run a significant and expanding ground handling operation at a number of airports in Europe, particularly in Scandinavia and the UK, where there is a mixture of Common User platforms including ARINC iMUSE, SITA CUTE/NT and SITA AirportConnect.

SAS already have a Graphical User Interface to their own system, StarCheck, which is used for SAS' own flights.

However, as the number of 3rd party carriers they handle has grown, so has the requirement to check-in those carriers on their own host systems.

In 2006, SAS selected Babel as the standard GUI for these carriers. Working closely with Damarel, SAS defined their own customised screen layout – the SAS CLF – that is kept consistent between systems. This enables them to allocate check-in staff freely between different airlines, regardless of whether or not the agent has been fully trained in the host system used by those airlines.

SAS deployed Babel for Thai Airways at London Heathrow, Stockholm and Copenhagen in Spring 2006 and have recently deployed Asiana Babel at London Heathrow. Developments for Air China and Emirates are progressing.

Boarding functionality has been built into the GUI so that Babel handles the gatereaders directly, without the need for a separate boarding application. Because of the set up of the equipment at the gates in Stockholm, Babel has the added capability to support reading of boarding passes from a keyboard swipe as well as from a gatereader.

To discuss how Babel can help your operation, or to arrange to see it in action, please phone +44 (0)1252 783787 or email: info@damarel.com