

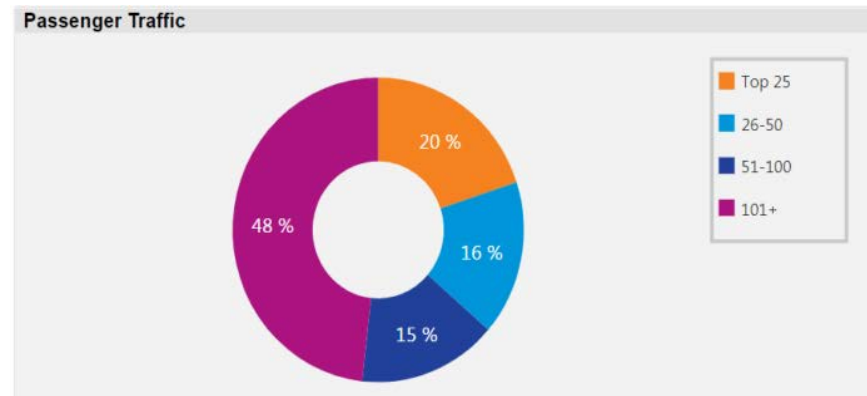
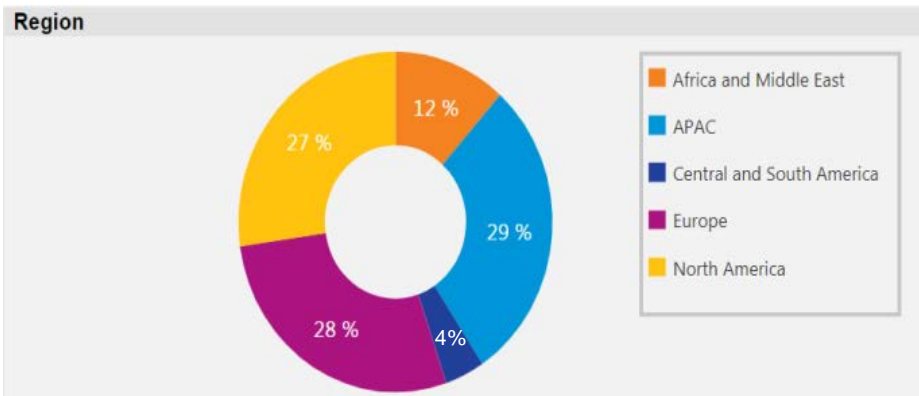
2018 ACI Airport IT Trends Survey Highlights

Catherine Mayer
SITA
September 29, 2018



2018 SURVEY PARTICIPANTS

- 101 respondents representing 369 airports
- 39% of global traffic (3.26B pax)

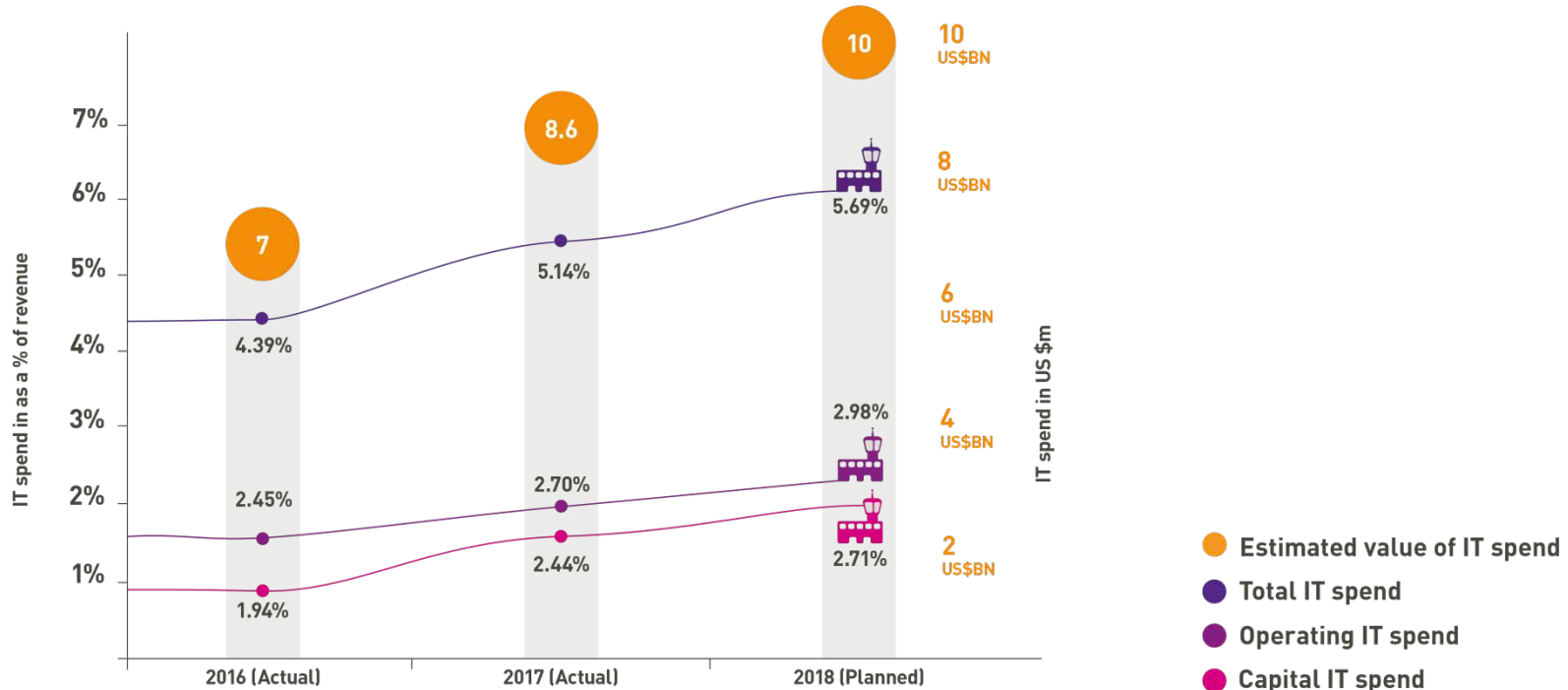




Airport IT Spend and Investments



IT SPEND GROWTH CONFIRMED FOR 2017 AND EXPECTED TO GROW IN 2018



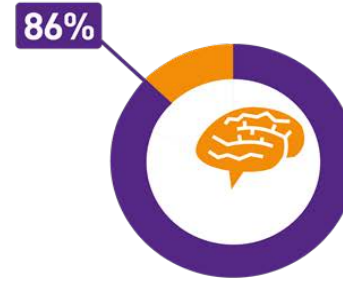
2018 KEY AIRPORT IT INVESTMENT AREAS



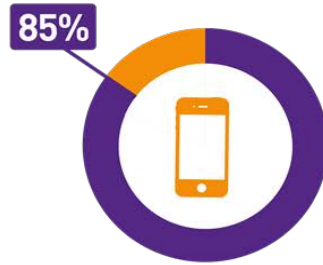
Cybersecurity initiatives



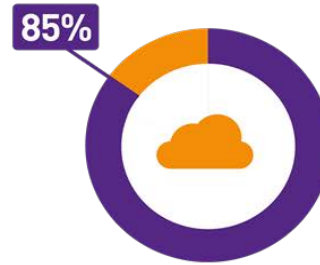
Self-service processes



Business Intelligence (BI) solutions



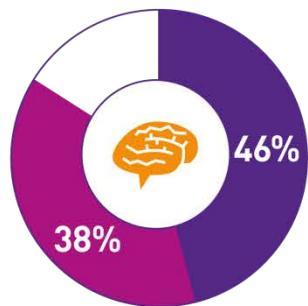
Applications for passenger mobile services



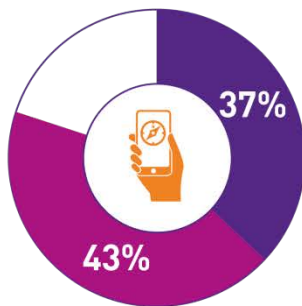
Common use infrastructure

% of airports planning major and pilot, R&D programs in 2018

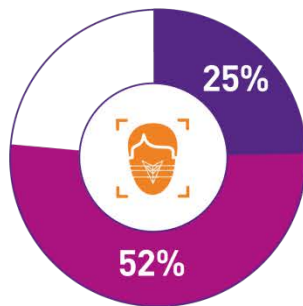
2018 AIRPORT INVESTMENT PRIORITIES FOR STRATEGIC & OPERATIONAL BENEFITS



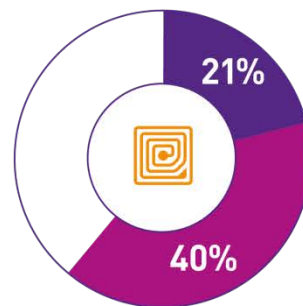
Business Intelligence



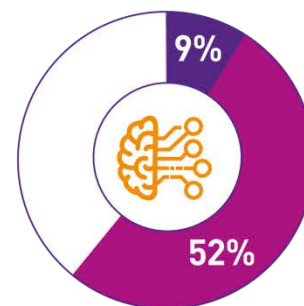
Interactive Navigation



Biometric ID Management



Digital Tags



Artificial Intelligence



% of airports planning major and pilot, R&D programs by end of 2021

2018 CYBERSECURITY BUDGET



% of airport IT budget spend on Cybersecurity

2018 CYBERSECURITY INITIATIVES

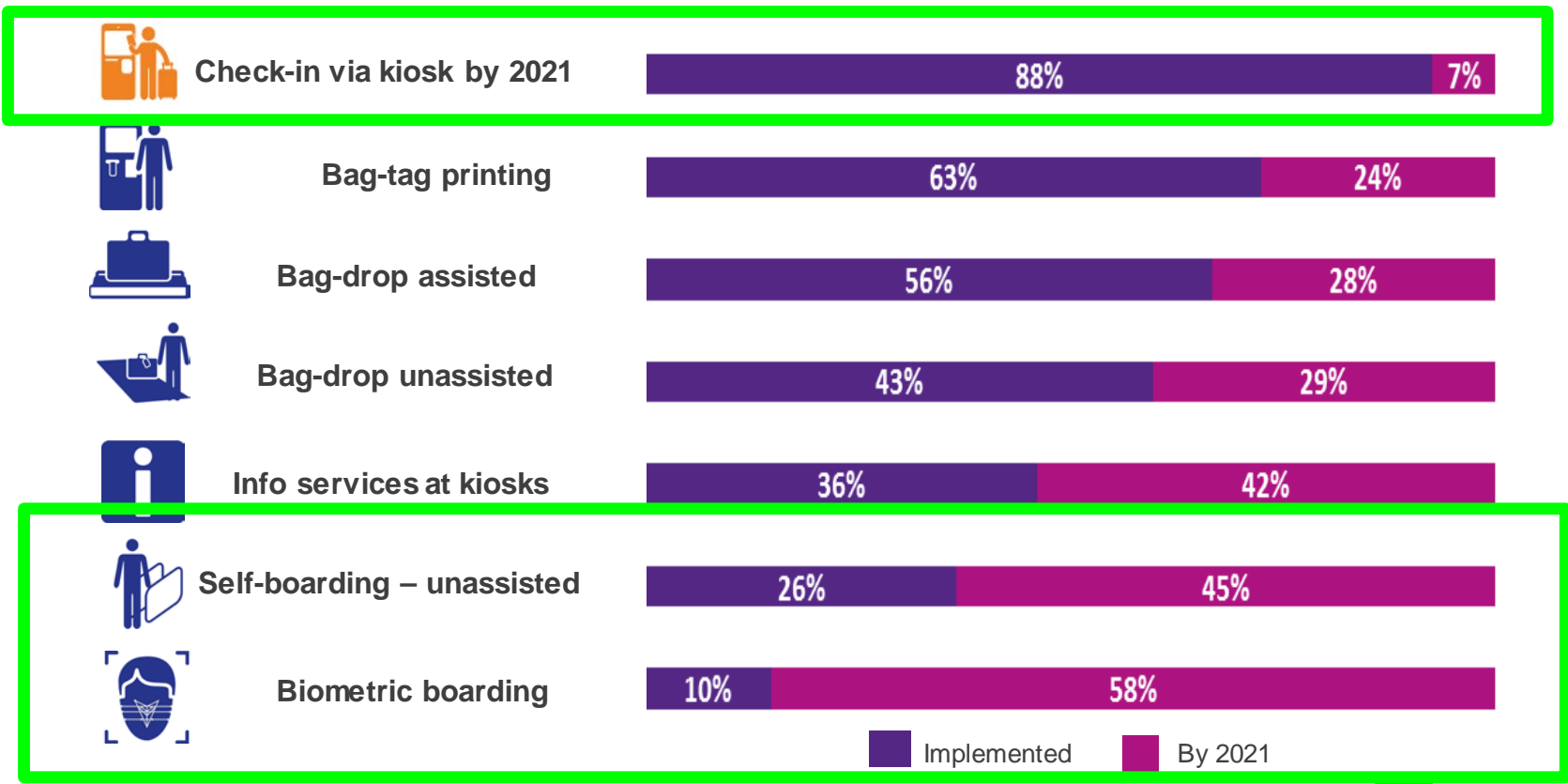




Airport Passenger Services

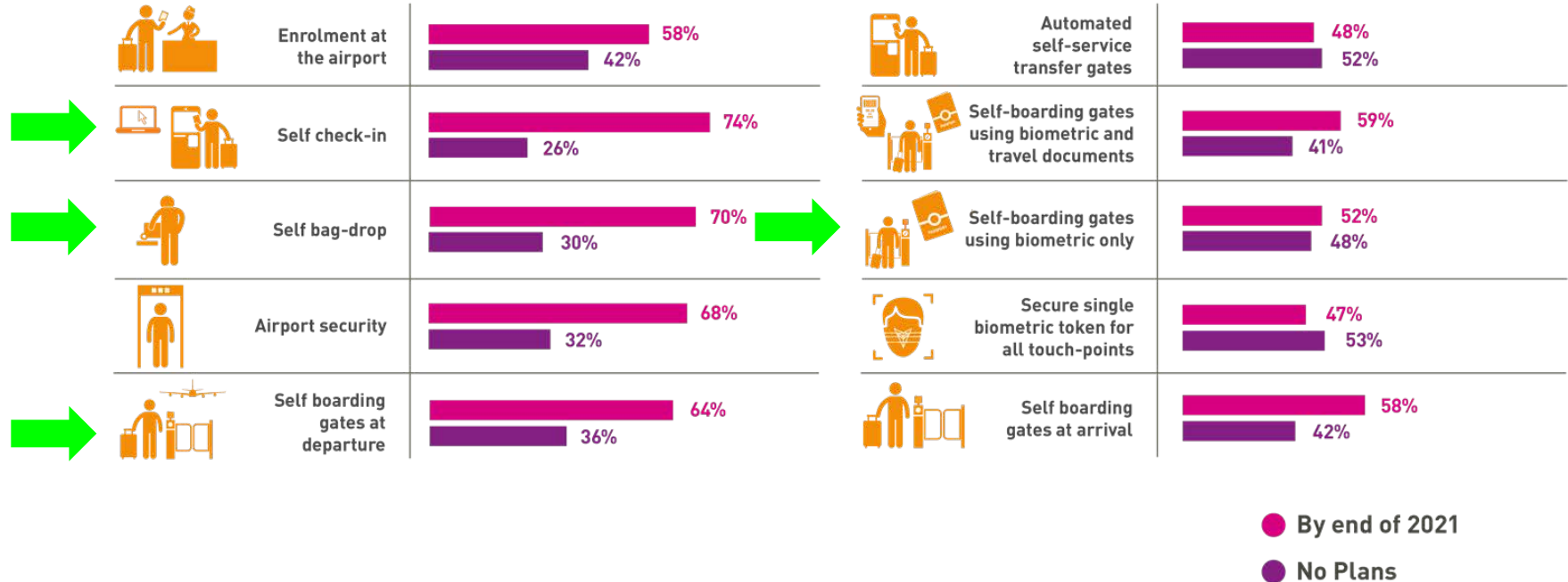


2018 PASSENGER SELF-SERVICE ACTIVITIES



% of airports implemented/planning to implement self-service initiatives

2018 AUTOMATED PASSENGER ID MANAGEMENT ACTIVITIES

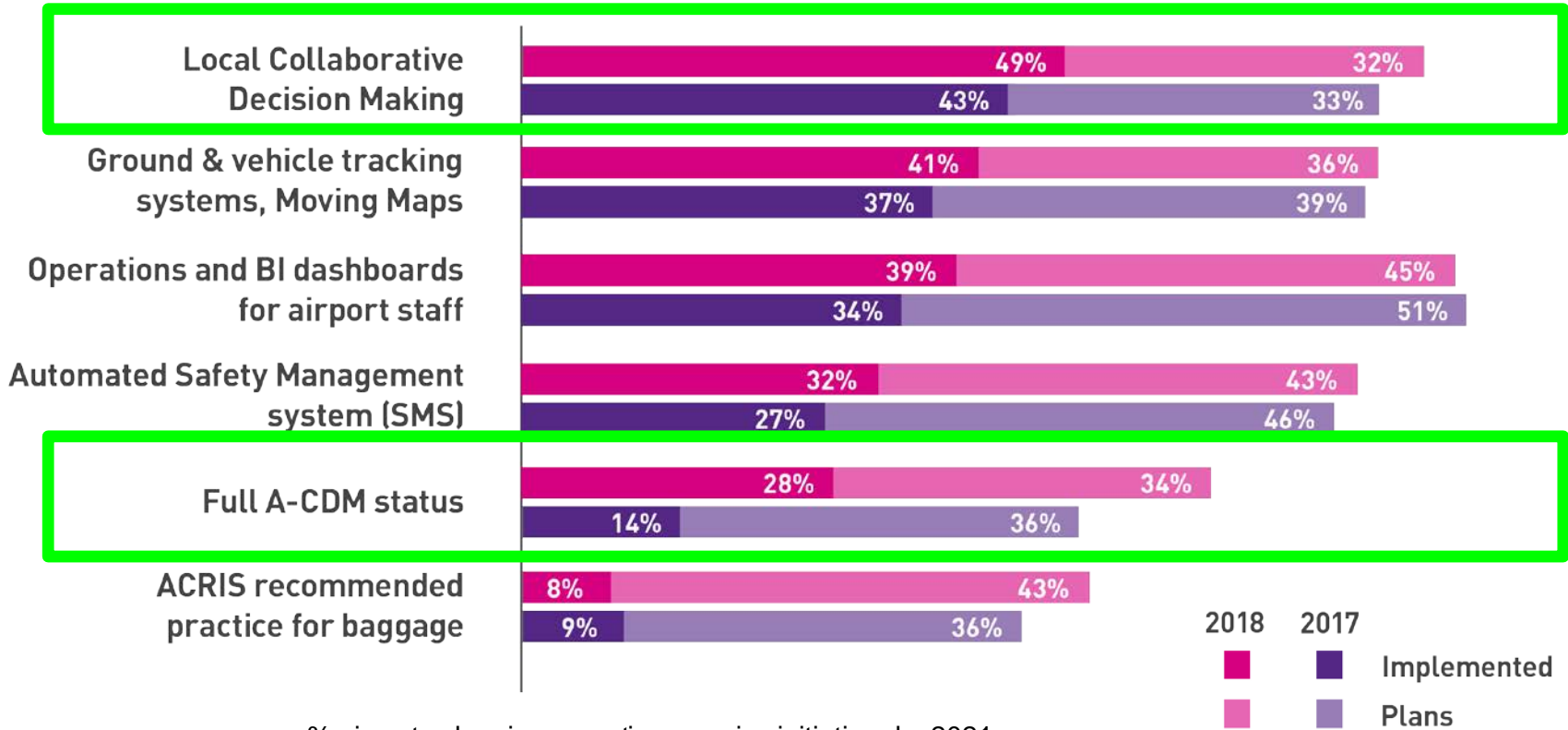


% of airports with implemented or planned ID management solutions by 2021.

Airport Operations



LCDM & DASHBOARDS LEAD INVESTMENTS

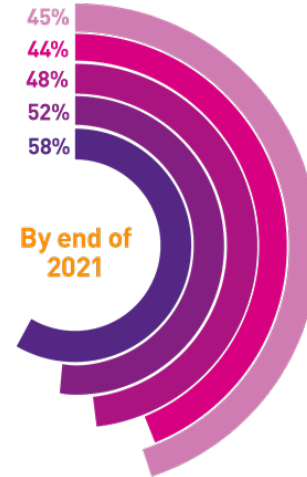
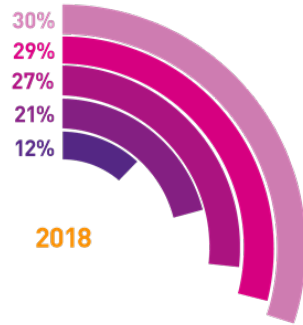


% airports planning operations service initiatives by 2021

2018 2017
■ Implemented
■ Plans



AIRPORT SERVICES LEVERAGING BEACONS / SENSORS



Delivery of flight & gate info displays onto mobile with alerts



Route to gate/
check-in desk/
airline lounge



Walk time
to gate



Food, beverage,
and other retail
concession offers



Route to car park/
car rental pick up/
intermodal transport

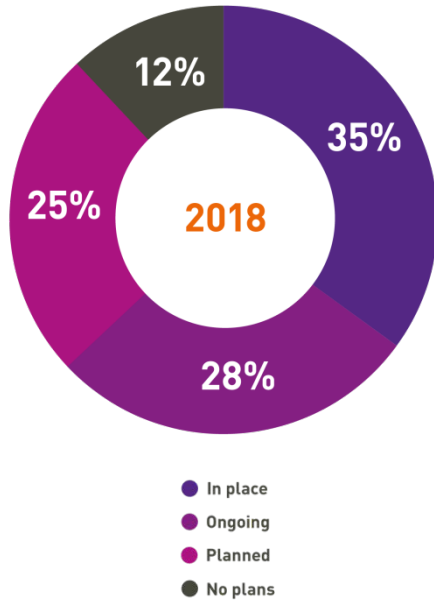
% of airports implemented/planning mobile 'connected' services leveraging beacons/sensors.



Digital Transformation



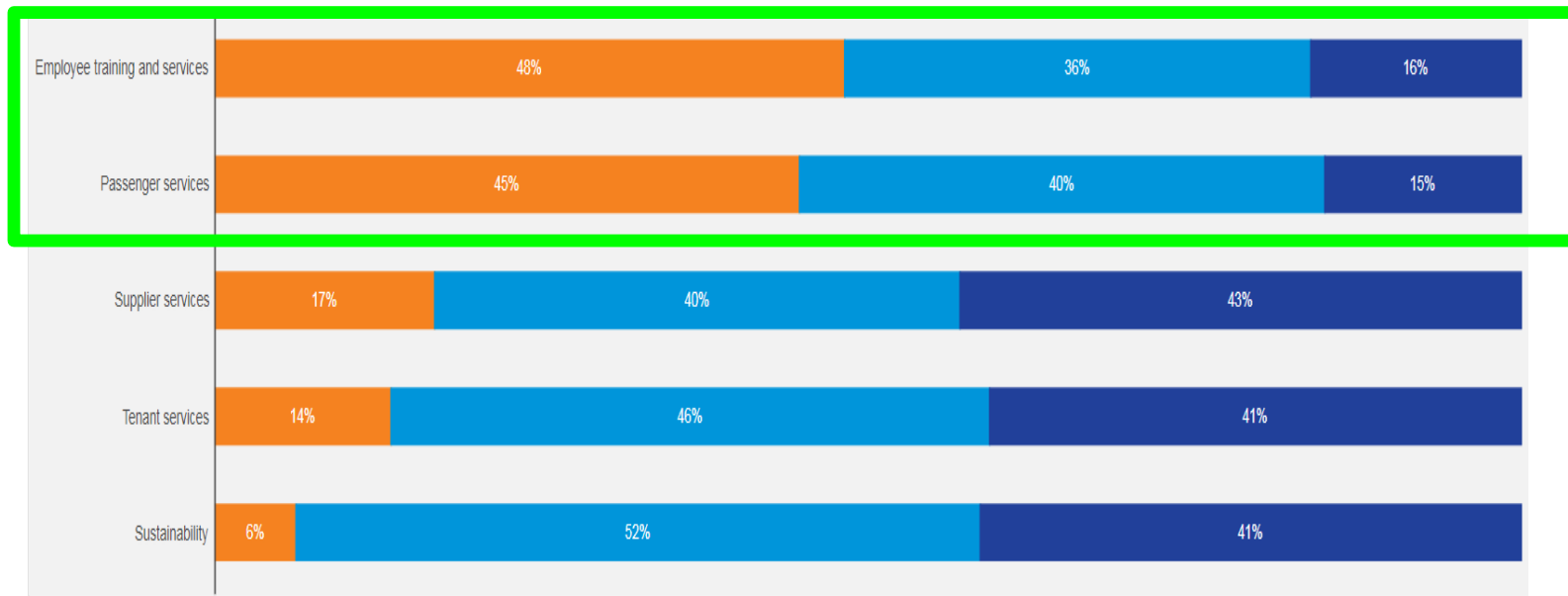
DIGITAL TRANSFORMATION STRATEGY



Status of Digital Transformation strategy plans

- Airports with their Digital Transformation Strategy in place has almost doubled from 2017 (18% to 35%)
- The number of airports with no plans to develop, implement a strategy has dropped significantly from 2017 (30% to 12%)

DIGITAL TRANSFORMATION STRATEGY



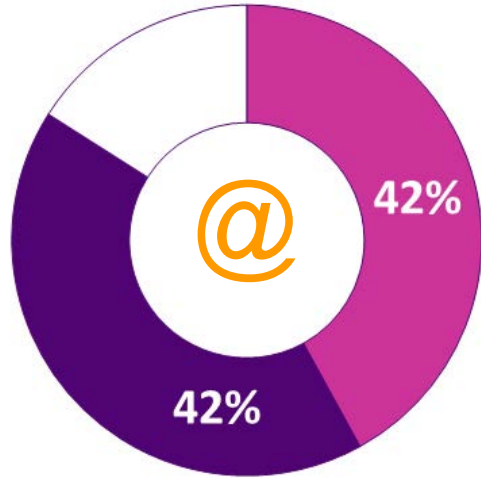
■ Implemented

■ By end of 2021

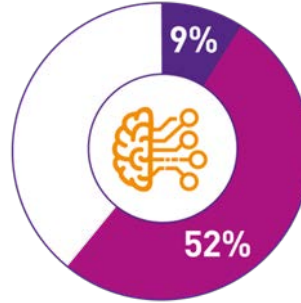
■ No plans

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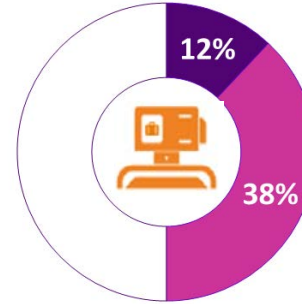
DIGITAL TRANSFORMATION TECHNOLOGY INVESTMENTS



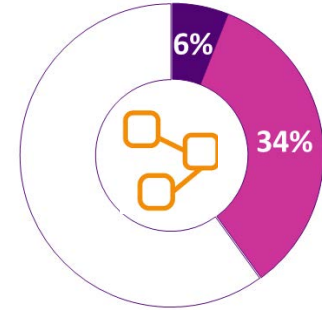
Internet of Things



Artificial Intelligence



Autonomous Machines



Blockchain

● Major Program

● R&D

% of airports planning major and pilot, R&D programs by end of 2021

EMERGING TECH PRIORITIES: IOT





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