

## **MIAL signs an agreement with SITA to make CSIA the first airport in India to implement self-service kiosk technology**

*Passengers and airlines to benefit from SITA's CUSS and CUTE applications*

**MUMBAI – 08 February 2008** – In keeping with its sustained efforts to implement the latest cutting-edge technology at the Chhatrapati Shivaji International Airport (CSIA), Mumbai International Airport Pvt Ltd (MIAL) today signed an agreement with SITA, the world's leading provider of IT applications to airports. In line with this, India's busiest airport gains the distinction of becoming the first in the country and one of the very few globally to put into operation **CUSS** and **CUTE** (Common Use Self Service & Common Use Terminal Equipment) services.

With this, MIAL will provide standardized self-service check-in environments with the potential to support every airline operating flights from the international terminal. While **CUSS** is primarily a front-end tool that will enhance passenger experience, **CUTE** is essentially a back-end enabler that allows an airport to efficiently organize gate and check-in counter allocations, as well as systems management.

The installation of a series of Common Use Self Service (CUSS) kiosks (about 50 in number) will allow passengers to perform an automatic check-in, cutting down on check-in time by more than half for passengers with check-in luggage and offering an even quicker option for those without any check-in luggage. Moreover with 30 of these to be installed within the terminal and 20 at prominent hotels located nearby, this is expected to effectively maximize use of space, facilitate the check-in process and ease passenger congestion. In addition to printing boarding passes and allowing passengers to choose their seats, the CUSS kiosks are also equipped to print bag tags. Meanwhile CUTE (Common Use Terminal Equipment), which is globally the most common software deployed for check-in will be implemented in all the 140 new check-in counters and boarding gates at the refurbished international terminal.

Speaking on the occasion, **GV Sanjay Reddy, Managing Director, Mumbai International Airport Pvt Ltd (MIAL)** said *"MIAL has always pioneered implementation of industry leading initiatives for CSIA. SITA's Airport Management Solution will lead to improved performance across the whole spectrum of our activity including more efficient allocation of resources such as departure gates, aircraft slots, check-in counters and baggage carousels to airlines and*

*creating a state-of-the art flight information display for passengers. We chose to partner with SITA since they have specialized expertise in providing airport technology services which in turn will translate into better facilities and an enhanced experience for both passengers and airlines at CSIA.”*

Said **Francesco Violante, CEO, SITA** *“This five-year agreement to introduce the full SITA range of self-service capability will transform Mumbai into an IT technology showcase for the region. The agreement has many innovative features, which will benefit both airlines and passengers including the first-ever remote deployment of self-service kiosks for an airport in India. It will also allow for the first time in India complete integration of the overall airport management system with the check-in platform being used by the airlines.”*

Both CUSS and CUTE will be provided through SITA’s AirportConnect Open technology, a next generation passenger processing solution enabling both airports and airlines to access their proprietary and CUTE (common-use terminal equipment) applications on the same platform in a shared, totally secure environment. Multiple airlines can share the same facility allowing maximum use of gate and counter resources.

Said **Gerry D’Lima, Chairman, AOC (Airline Operations Committee)**, *“The deployment of the self-service kiosk technology will allow airlines operating out of CSIA enjoy the benefits of sharing dedicated IT systems and facilities, including the check-in counters and self-service check-in kiosks. Given the consistent strong growth in passenger traffic in the last couple of years, this would maximise the terminal space at CSIA, thereby helping airlines increase efficiency and reduce costs – the two most vital factors in today’s airline business. Having said this, we look forward to the implementation that will also provide us with a robust and secure operating environment.”*

CSIA is India’s busiest airport and is currently being upgraded to cater to 40 million passengers by 2012. At the end of 2007, MIAL recorded a total of 25.2 million passengers and 520,000 tonnes of cargo.

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**Notes to Editors:**

**About Mumbai International Airport Pvt. Ltd. (MIAL)**

Mumbai International Airport Pvt. Ltd. (MIAL) is a joint venture between the GVK-SA consortium and Airports Authority of India. MIAL was awarded the mandate of modernizing and upgrading Chhatrapati Shivaji International Airport (CSIA) in April 2006. CSIA is India's busiest airport and catered to 25.2 million passengers and 520,000 tonnes of cargo at the end of 2007. MIAL's vision is to transform CSIA to one of the world's best airports that consistently delights customers and be the pride of Mumbai.

**About SITA**

SITA is the world's leading service provider of integrated IT business solutions and communication services for the air transport industry. SITA manages complex communication solutions for its air transport, government and GDS customers over the world's most extensive communication network, complemented by consultancy in the design, deployment and integration of communication services. Its broad range of airline and airport IT applications and services includes airport operations and integrated baggage services, common use and desktop services, flight operations and air-to-ground communications and end-to-end airline distribution and fares services.

SITA has two main subsidiaries: OnAir, which is leading the race to bring in-flight mobile telephony to the market, and CHAMP Cargosystems, the world's only IT company solely dedicated to air cargo. SITA also operates two joint ventures providing services to the air transport community: Aviareto for aircraft asset management and CertiPath for secure electronic identity management. In addition, SITA sponsors .aero, the Internet top level domain reserved exclusively for aviation.

SITA covers 220 countries and territories and the head office is in Geneva, Switzerland. SITA had aggregated revenues of US\$ 1.554 billion in 2005 (€ 1.295 billion).

Further information can be found at [www.sita.aero](http://www.sita.aero)