

Amadeus BRS

Taking your baggage services to the next level



Amadeus BRS is an innovative reconciliation solution which matches real-time passenger, flight and baggage data. Amadeus BRS supports both departure and arrival bags as part of the standard product functionality.

The Amadeus Baggage Reconciliation System saves airlines millions in compensation and operational costs and gives ground handlers the tools to truly differentiate their service delivery. Amadeus BRS uses real-time data to track luggage simultaneously with passenger and flight movement, storing all required data to be fully R753 compliant. Amadeus BRS is suitable for all customers: airlines, ground handlers and airports.

The baggage journey

As baggage enters the 'make-up' phase of its journey, Amadeus BRS scans each bag to confirm its arrival and document its departure following the requirements of the latest industry resolution R753. Amadeus BRS tracks the bag and its 'last seen' location as it is loaded onto the aircraft or during arrival.

Substantial reduction in operational costs

A key benefit for Altéa customers is that it is no longer necessary to send TTY messages to communicate the status and location of baggage. As R753 becomes effective, so does an increase in messages to enhance the tracking of baggage. The integration between the Altéa Departure Control System (Altéa DCS) and Amadeus BRS removes concerns related to cost increases due to messaging. Instead, airlines will see substantial operational savings. Lastly, with less intervention required to send & respond to BIMs, authorisation to load aircraft can be given quicker, resulting in faster flight turnarounds. Fewer delays make for more cost-efficient departures and satisfied passengers.

A centrally-hosted, easy to manage solution

Amadeus BRS is centrally-hosted in Amadeus' private cloud from a state-of-the-art data center in Erding. All product developments, enhancements, maintenance and security are managed by Amadeus. This means customers have no concerns about on-site IT infrastructure, technical expertise, on-going investment in upgrades, data security and core room space. Instead, with a simple internet connection and user front-end, airports, airlines and ground handlers will always have access to the latest Amadeus BRS releases at no additional cost. Full product training and 24/7 help desk support is also provided with each Amadeus BRS implementation.

Why Amadeus BRS?



100% reconciliation thanks to a single shared data source: Altéa DCS



Cost efficiencies with the removal of TTY messaging (for Altéa customers) and more on-time departures



Centrally-hosted solution replaces the need for complex and costly on-site IT infrastructure



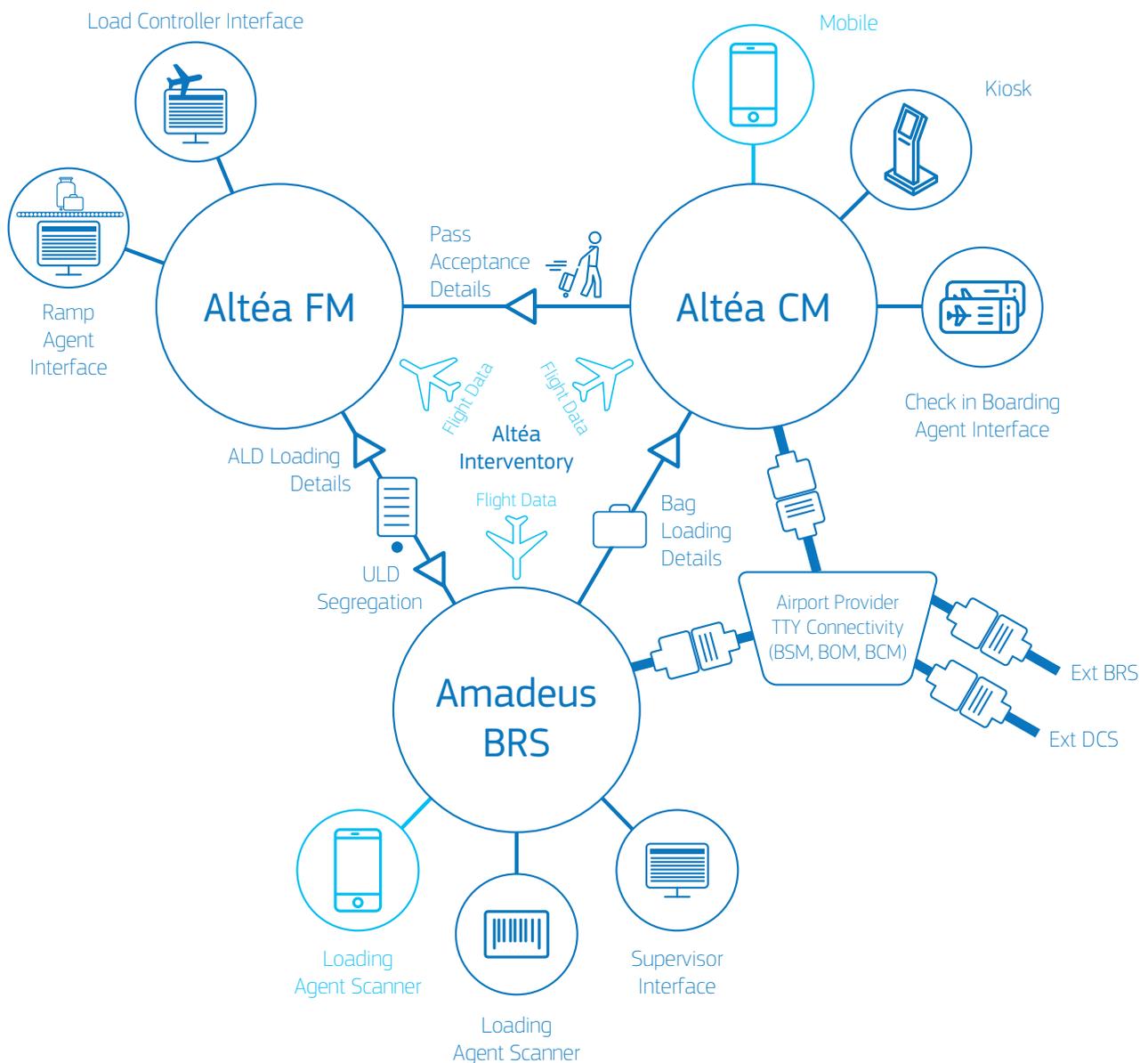
Fully compliant with R753

Amadeus BRS product architecture

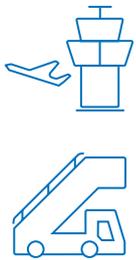
100% reconciliation with real-time data sharing

Amadeus BRS is unique: check-in, gate, ramp, baggage and load agents can share data in real-time thanks to the integration with Altéa DCS. This 'single data source' ensures that up-to-the-minute information regarding the loading, tracking and management of baggage, passenger and flight is held centrally and can be updated and accessed on demand. Such tight data integration makes it possible to ensure baggage accuracy, reconciling passengers with their luggage 100% of the time so that no flights take-off without both person and bag on board.

Amadeus BRS is also available for airlines and ground handlers using alternative DCSs by using standard messaging protocols.



Amadeus BRS key benefits



For everyone...

- _ Supports airports, airlines and ground handlers with loading, tracking and management of baggage
- _ Accessible to all size customers: from small operations to large, complex airport structures

ALTÉA

For Altéa users...

- _ Single shared source of flight, passenger and baggage information
- _ Single source of aircraft loading compartments configuration from Altéa DCS Flight Management
- _ Continuous visibility of reconciliation status
- _ Enables efficient, collaborative processes
- _ Reduced communication overheads
- _ Reduced messaging costs

Also available for non-Altéa users...

- _ Via interface with other DCS applications and baggage processing systems



Fully compliant...

- _ R753 compliant and fully developed to support arrival and departure scanning
- _ Complies with all industry messaging standards and supports industry mandates



Cloud-based software...

- _ Centrally hosted in the Amadeus private cloud: the BRS application is accessed virtually via a simple internet connection
- _ Automatic releases in real-time enable customers to operate with latest application versions
- _ Full implementation

BRS from our customer's point of view

Icelandair – An Amadeus BRS success story

18%

reduction in lost baggage in one year

250,800€

in baggage mishandling savings in one year

41%

reduction in type-B messaging

430,000€

expected savings over the next 5 years at a single airport



THE PROBLEM

As the main ground handler at Keflavik airport, Icelandair Ground Services needed to migrate from a manual baggage process to an automated one in order to comply with new airport requirements.



THE SOLUTION

Amadeus BRS was the best option on the market for Icelandair Ground Services. The solution not only offered the most modern technology and functionality in the market but also, thanks to the tight integration with the Amadeus Altéa suite, Icelandair Ground Services could also exchange TTY messages for free with any airline customer using that DCS.



THE RESULT

In just over one year, Icelandair Ground Services reduced lost baggage by 18%, bringing savings to their airline customers of 250,800 EUR in just 12 months. In addition, as an airline, Icelandair have reduced their type-B messaging by 41% on all of their departure flights out of Keflavik Airport. This is estimated to save the airline around 430,000 EUR over the next 5 years.

“Now that we’ve been using the system for a year, we simply cannot live without it.”

Júlíana Þórdís Stefánsdóttir

Project Manager, Distribution and e-Business Development
Keflavik airport

THINKING ABOUT BAGGAGE RECONCILIATION?

Contact an Amadeus sales representative at airport@amadeus.com or visit amadeus.com/airport

amadeus.com/airport