20 YEARS TOGETHER
Scaling new heights

Since the initial deployment that started by fulfilling the airport's baggage reconciliation requirements, ADB SAFEGATE's products have continued to evolve to meet the changing needs of the Heathrow airport and its airline partners. We are now truly a baggage management system (AS-TRAK) touching many areas of the operation.

2002
Contract for BRS in Terminal 1,2 and 3

2012
Olympic functionality deployed & supported

2014
New Terminal 2 rollout

2015
Interface to airport wide ESB implemented

2017
Track and trace solution available

2018
New system deployed with new Android scanners

2020
Expansion of track and trace

2007
System extended to Terminal 4

2013
5-year contract awarded. System extended to T5

2015
Community reflight rolled out

2016
Interface to robotic loader

2017
New 5-year contract awarded

2019
Transition to new Heathrow network

2020
Multiple terminal moves as a result of Covid-19

CELEBRATING 20 YEARS OF COLLABORATION BETWEEN ADB SAFEGATE AND LONDON HEATHROW

For 20 years ADB SAFEGATE have had the pleasure of providing airlines at London Heathrow (LHR) with innovative baggage management solutions (AS-TRAK).

On this special occasion, ADB SAFEGATE would like to thank the members of the airline community of LHR for their productive collaboration throughout this incredible journey as we look forward to many more mutually beneficial adventures.

Together we met the challenges of this ever growing mega airport

In 2019 alone, AS-TRAK handled approximately 33 million bags at LHR belonging to 85 airlines across all four operational terminals. During this journey, ADB SAFEGATE has provided the infrastructure to support 900 scanners operating across all baggage facilities including remote stands. Today, 350 dedicated management workstations are deployed throughout LHR including browser-based connectivity for operational areas and back offices.

Integration to LHR airport systems

Key to the success of the operation at LHR has been ADB SAFEGATE's ability to understand operationally critical airport/airline systems and to interface with these systems. They include:

- Departure control systems using IATA 1745 standards
- Handling and sortation systems including robotics
- Bag message distribution system
- Local airport message distribution systems (IB/ESB)
- Flight Information Display Systems & airport operational databases
- Common use check-in system
- Boarding gate information
- SITA WorldTracer

Delivering feature rich functionality

Configurable functionality enables stakeholders to optimize operational efficiency and meet regulatory compliance requirements at the same time. Some of these key features are:
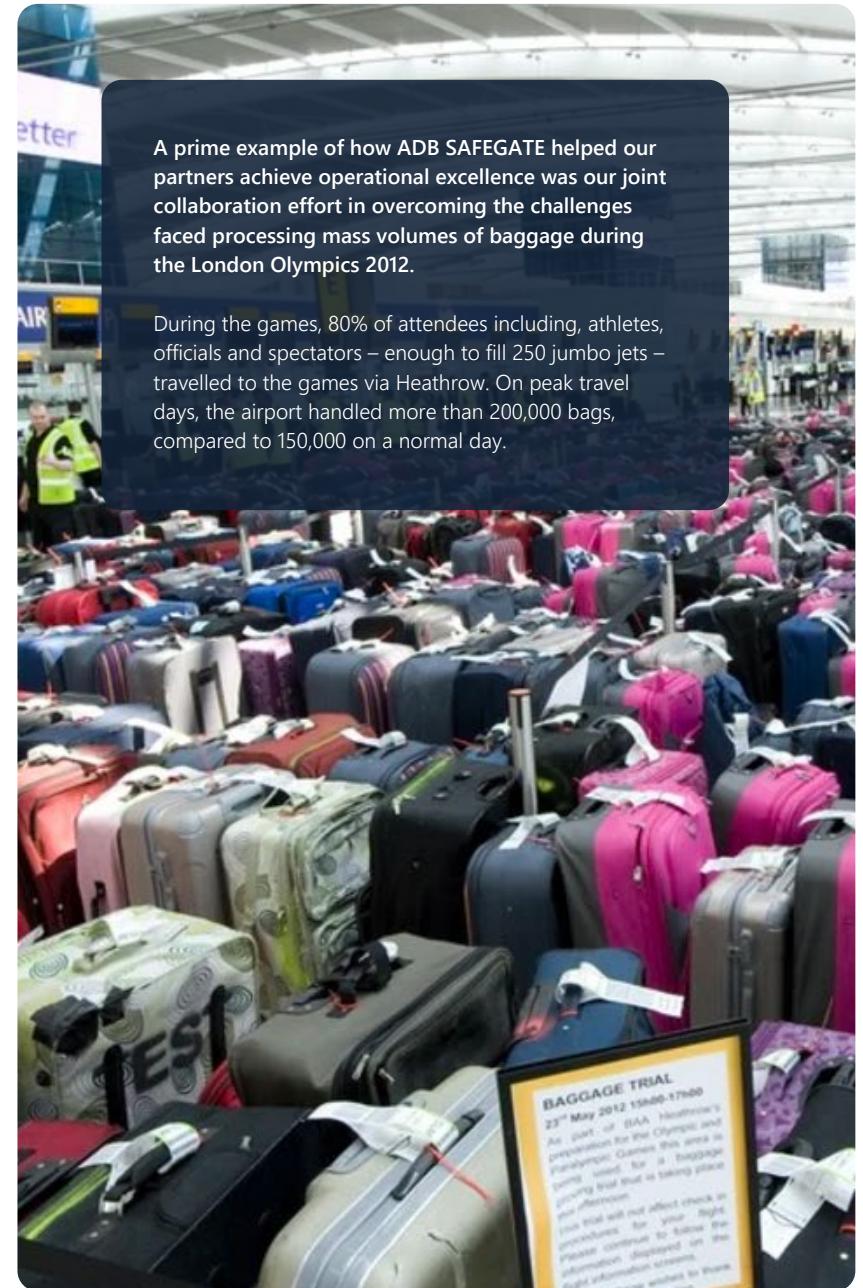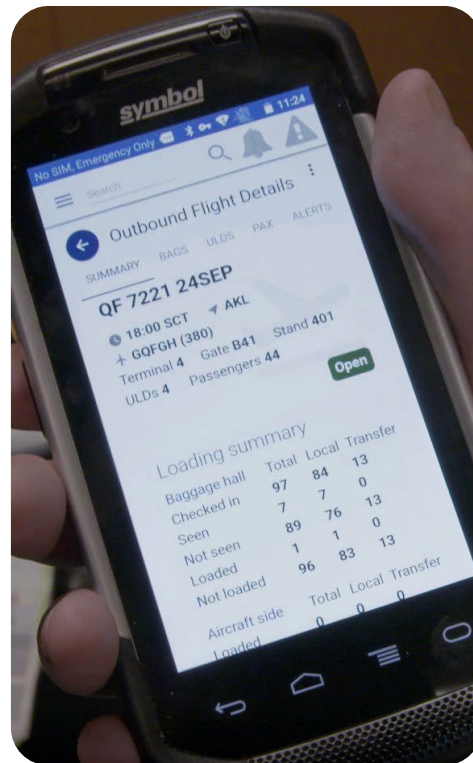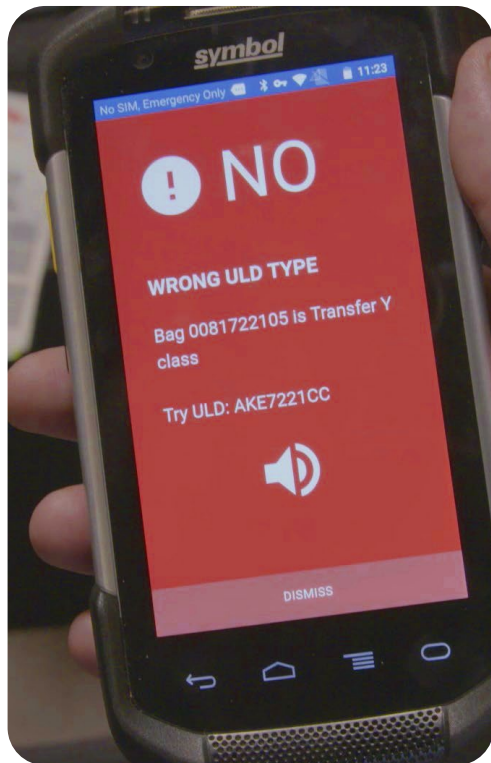
- Reconciliation of bags to passengers
- Advanced segregation options
- IATA Res 753 tracking events generated
- Track and trace functionality used for tracking bags around the airport
- Robotic and semi-automated loading
- Oversized bag inject point checking

- Advanced automated and manual reporting and e-mailing
- Comprehensive reflighting including automatic options
- Asset management disruption track and tracing
- Transfer bag tracking
- Tagging of suspected dangerous goods
- Auditing and baggage statistics
- Front ending UI for airline tracking systems
- Advanced RFID scanning capability

Ensuring our customers experience maximum benefits from our partnership

- Productivity gains with real-time updates via an intuitive user interface
- Enhanced passenger experience and security
- Flexible deployment in supporting single or multiple airport clusters with choices in Enterprise
- Hosted and managed services options
- Reduced risk of mishandled bags with streamlined management and tracking workflow
- Enhanced operational flexibility including mobile phone camera scanning when optical reader support is not available
- Avoided delays caused by network disruptions
- Business continuity options supporting uninterrupted bag scanning and loading during outage of other systems
- Saved running costs by reflighting missed bags quickly and efficiently
- Faster turnarounds and improved on-time performance by continuing uninterrupted in offline mode in areas with poor connectivity or Wi-Fi/cellular coverage
- Streamlined operations with regulatory and industry standard compliance

A prime example of how ADB SAFEGATE helped our partners achieve operational excellence was our joint collaboration effort in overcoming the challenges faced processing mass volumes of baggage during the London Olympics 2012.

During the games, 80% of attendees including, athletes, officials and spectators – enough to fill 250 jumbo jets – travelled to the games via Heathrow. On peak travel days, the airport handled more than 200,000 bags, compared to 150,000 on a normal day.

Image Source: https://www.nbcnews.com/

![ADB SAFEGATE logo]

A NEW DIMENSION TO MANAGING
AIRPORT PERFORMANCE

Airports know that a central repository, holding all information in one place, is invaluable to key stakeholders and improving airport operations.

ADB SAFEGATE is in unique position to help airports around the world achieve superior airport performance. We offer an unrivalled understanding of the airside, from tower to airfield to gate, and our industry-leading solutions are adopted widely. With Total Airport Solutions, we're adding a new dimension to airport performance. We're helping airports, airlines, ground handlers and other stakeholders gain actionable insights by analyzing data across airside systems, as well as the airport systems that manage landside and airside processes and resources.

We're enabling the convergence of workflows across the airport, leveraging advanced analytics to help our customers predict rather than react, become operationally resilient and achieve the triple aim of operational efficiency, profitability and passenger experience

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