



Success Story: Oslo Airport

Baggage Visibility and Operational
Efficiency with BAGSTOGO

The challenge:

Oslo Airport faced the challenge of improving visibility into baggage status within the baggage handling system, ensuring that all stakeholders—airport, handlers, and airlines—had real-time access to accurate and aggregated information.

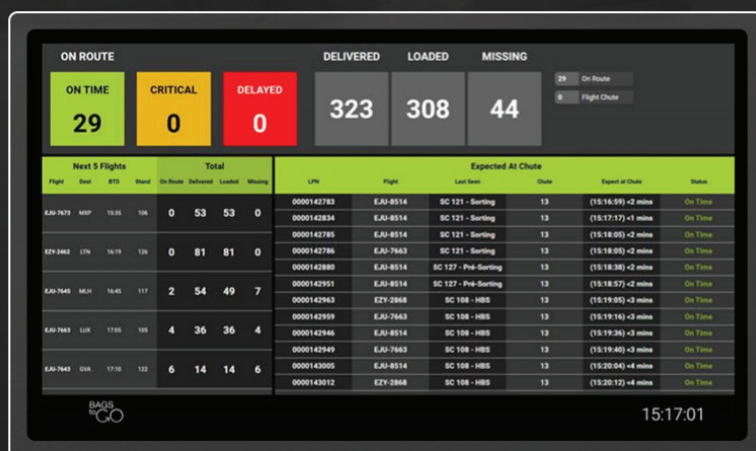
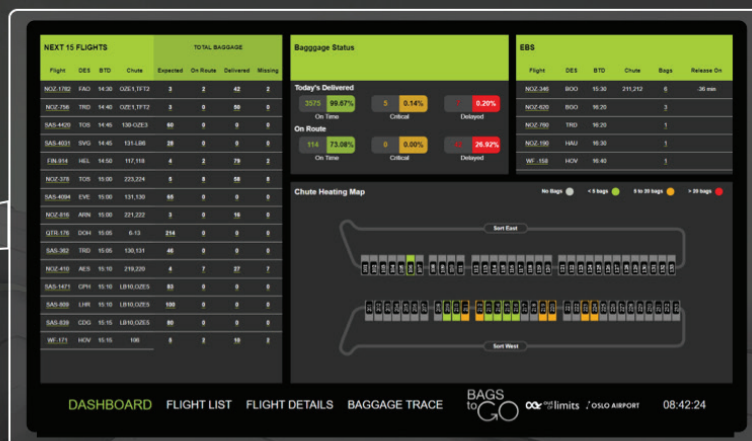
The goal was clear: **to optimize resource management and provide the Airport team with a helicopter view of the baggage status in the BHS**, enabling faster and more efficient decision-making.



The output:

The solution implemented was **BAGSTOGO**, an innovative platform that leverages machine learning to predict the estimated time of baggage delivery at the **chute**. With this predictive capability, the system automatically classifies each bag as **ON TIME**, **CRITICAL**, or **DELAYED**, allowing teams to take proactive action to prevent delays and guarantee that the baggage reach the passenger.

Another key innovation introduced was the **Chute Heating map**, where BAGSTOGO calculates the estimated flow of baggage arrivals. This allows handlers to anticipate baggage distribution and strategically allocate their resources to the busiest areas, improving overall efficiency and reducing congestion.



Key Results:

- **Increased transparency and accessibility** of baggage data for all stakeholders;
- **Optimized resource allocation**, reducing delays and improving operational efficiency, focus on saving last minute bags;
- **Support for the APOC team**, providing a real-time, integrated view of the baggage system

By implementing BAGSTOGO, Oslo Airport took a significant step toward digital transformation, ensuring a more predictable, efficient process aligned with the strategy of being one of the best Airports world-wide in baggage performance.



Idar Sørgerd

Department Manager, BHS, Tech & Op. Excellence hos Avinor

"Working with the Out of Limits team has been a fantastic experience. Their innovative approach and commitment to delivering results have made this project a true success story."

Client information:

- Company: Oslo Airport
- Dimension: 26 million PAX in 2024
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- Project: Terminal 2 - BAGSTOGO implementation