



# Improving baggage handling at **Geneva Airport** with **SABT**



## The challenge:

### Lack of visibility and integration in baggage handling

Geneva Airport, a key hub in European aviation, faced significant challenges in managing its baggage handling system (BHS). The existing infrastructure operated as a black box, with multiple data sources but no centralised platform for monitoring and analysis. This lack of integration led to inefficiencies, difficulty in tracking baggage movement, and limited operational insights.

Key challenges included:



#### Fragmented systems

Multiple baggage data sources operated in silos, limiting transparency.



#### No performance insights

The airport lacked real-time data on baggage processing times, tracking, and delays.



#### Operational blind spots

Without a central system, airport staff relied on separate reports, slowing decision-making.

With the increasing demand for efficient baggage operations, Geneva Airport required a data-driven solution that could integrate all baggage handling information into a single, real-time platform, improving oversight and performance.



### Out of Limits' approach: Delivering complete operational transparency with SABT

To address these challenges, Geneva Airport implemented SABT (System Application for Baggage Terminals), a web-based software application developed by Out of Limits. Designed to provide a **360-degree view of baggage handling operations**, SABT enables airports to monitor, manage, and optimise baggage performance in real time.

The Out of Limits team worked closely with Geneva Airport's operations and baggage handling teams to integrate SABB into their existing infrastructure, ensuring seamless implementation without disrupting daily operations. The structured approach included:

#### **Real-time KPI & dashboard reports**

Consolidating all baggage interfaces into a single, real-time performance monitoring system.

#### **Mobile monitoring capabilities**

Providing on-the-go access to baggage system performance via the SABB mobile app.

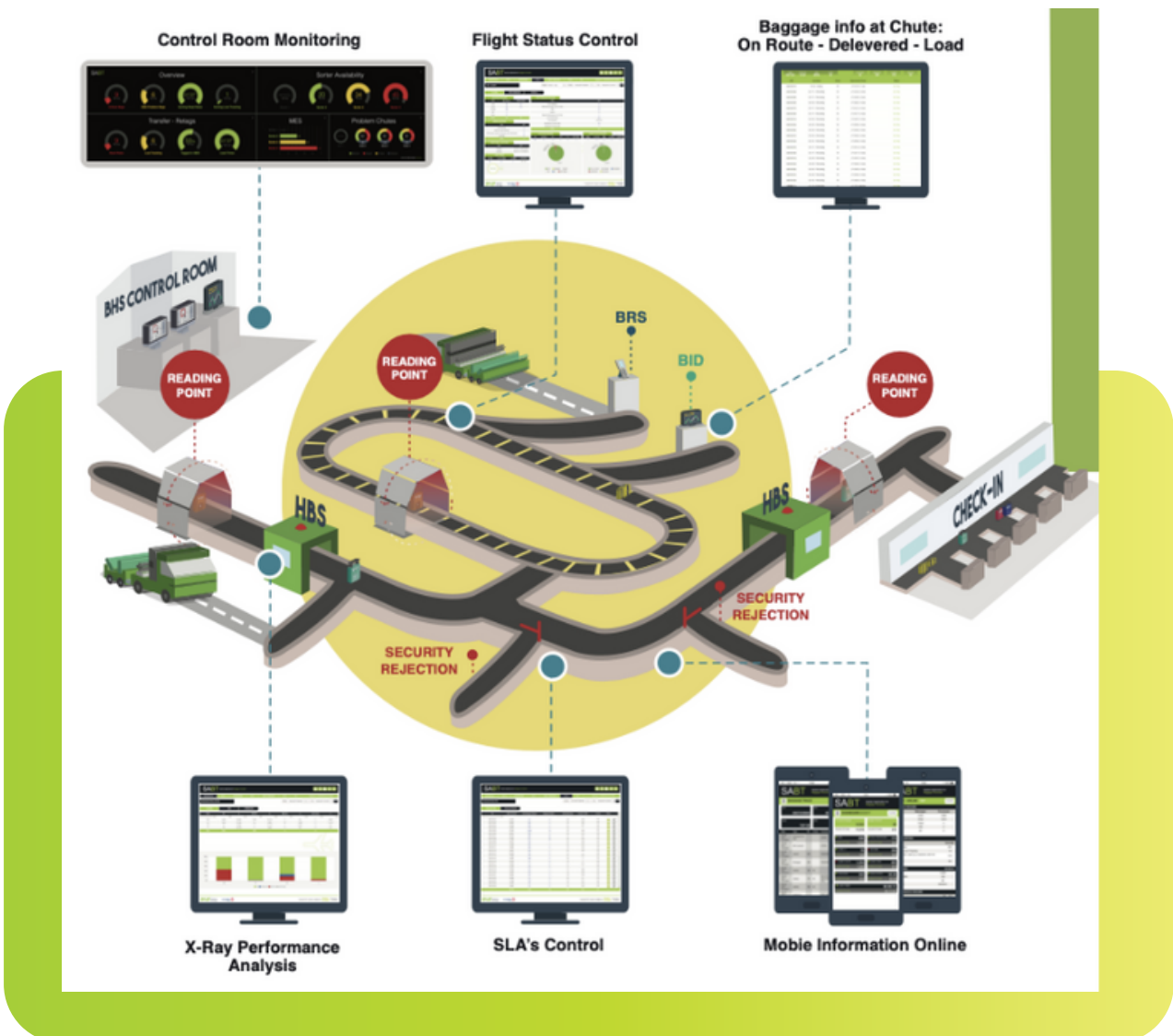
#### **SLA tracking & compliance**

Ensuring baggage processing met agreed service levels.

#### **Reason of Lost' analysis**

Allowing operators to identify and address baggage mishandling causes.

A visual representation of the SABB dashboard and mobile app interface to demonstrate real-time data monitoring capabilities:



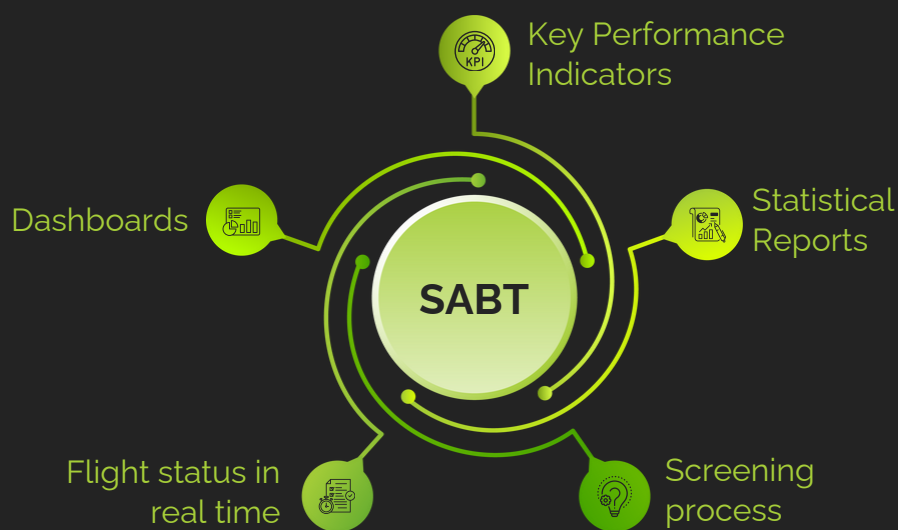
## The solution:

# A fully integrated baggage monitoring platform

By implementing SABB, Geneva Airport gained full visibility into its baggage operations. The platform provided a centralised “open book” of BHS performance, allowing airport teams to make informed, real-time decisions.

## Key capabilities introduced by SABB:

- **KPI dashboards:** Real-time performance insights for airport operators.
- **Full baggage tracking:** Enhanced traceability from check-in to aircraft loading.
- **Operational intelligence:** Data-driven insights to optimise baggage workflows.
- **Screening data overview:** real time information about HBS process.
- **Mobile app accessibility:** Allowing key personnel to monitor system behavior from anywhere.



## Main Outputs

Baggage history;  
Screening info;  
Control room dashboards;  
BSM's on time/delay;  
Lost tracking analysis;  
Baggage lead times;  
Received on route - delivered;  
Baggage delivered on time/delay.



## The results: data-driven decision making and improved efficiency

Three months after SABT's implementation, Geneva Airport transitioned from a fragmented baggage handling system to a fully integrated performance management platform.

### Key outcomes achieved:

Full transparency of baggage handling operations with real-time monitoring.

Faster response times to operational issues, minimising baggage mishandling.

Improved service reliability with proactive performance tracking and analysis.

Greater operational control for airport staff, leading to improved decision-making.

"We have obtained simple overview from key data sources which has improved our visibility in the daily operation of baggage. Now, we can act on facts immediately and thereby give a better service to our stakeholders and in the end to the most important, namely our passengers"

**Detlef Stock, Responsible Tribag-ADIC at Genève Aéroport**

SABT has been successfully deployed across multiple international airports, including Lisbon, Oslo, Lyon, Faro, Porto, Funchal, and Geneva, helping to optimise baggage handling and reduce operational inefficiencies.

- **Real-time data visibility** for enhanced baggage performance tracking.
- **Seamless system integration** without requiring major infrastructure changes.
- **Proactive issue resolution** through automated alerts and analytics.

By providing complete operational transparency and control, SABT enables Geneva Airport to meet growing passenger demands while maintaining the highest levels of efficiency and reliability.

## Unlocking smarter baggage handling solutions

**Is your airport looking for a proven, data-driven approach to baggage handling optimisation? Contact us today to learn how SABT can enhance your operations.**