Appendix 12 Technology Adaptation

Missing Products

Missing products are what needs to be added to SITA's portfolio to realize the new process.

• **SITA system integration system**
As stated in section 7.1, We identify the interfirm integration system as a missing link on the supply chain, which can be added to SITA's portfolio.

• **Local MDCS**
Similar to Local DCS used in aviation, we envision Local MDCS to be able to automate cruise line's check-in and departure processes and support a wide range of self-service options.

Primary Products

Primary products are digital (software) and physical (hardware) products of SITA that can be directly used or quickly adapted to facilitate passengers and baggage processing in a secure way.

• **SITA Bag Fast**
SITA Bag Fast produces the fallback tags, barcoded and IATA-compliant. These tags can be printed on any CUTE-certified bag tag printer. Similarly, a cruise company could issue a baggage label with a cruise number and passenger details on it in this way.

• **SITA Bag Journey**
SITA Bag Journey is a global baggage data repository application available to airlines and airports over the SITA ATI Cloud. Accompanied with a mobile tracking application that enables the passenger to track their bags in the same way as they would track the delivery of a parcel, it can be used to provide full end-to-end tracking information. SITA Bag Journey includes BagTrust protecting passenger information in line with GDPR.

• **SITA Bag Manager**
SITA Bag Manager is a baggage management and reconciliation system with a data base of passengers and related baggage. Relating passenger baggage to its owner on cruises is currently not an accurate process and entirely manual. SITA Bag Manager will solve this and allow baggage to be tracked.

• **SITA Bag Trac**

SITA Bag Trac connects to SITA Bag Manager or SITA Bag Journey and works with third-party automatic tag readers (ATRs). It can help cruise lines electronically store and readily access baggage tracking data.

• **SITA Connect Internet Secure Gateway (CISG)**
CISG protects airport and airline networks, IT, data, and users against cybersecurity threats.

Optional Products

Optional products are digital (software) and physical (hardware) products of SITA that can be adapted and retrofitted to optimize the new process.

• **SITA Maestro**
SITA Maestro provides a more automated and cost-effective way to process airline's passengers. In a similar way, the Maritime Departure Control System (MDCS) will also help automize the passenger processing thereby improving the efficiency.

• **WorldTracer**
SITA WorldTracer® Bag Delivery Service provides a fully-automated end-to-end solution for the speedy delivery of delayed or mishandled bags. This proves the feasibility of collaborating with local transfer agency for baggage delivery service in other scenarios (e.g. cruise port to airport).

• **SITA Smart Path Bag Drop**
Smart Path Bag Drop address the need for retrofit or new-fit bag-drop requirements. We can use it to automate the process of bag drop in the cruise terminals hence smoothen the experience of passengers.