

Building a System for Near Real-Time Event Notification for Baggage Handling

Business Situation

We helped a major U.S.-based carrier develop a near real-time event notification system for baggage handling. The client serves more than 750 cities in 120 countries across six continents, with annual revenues in excess of \$10 billion.

Challenge

Ground operations sought a solution for consolidating all luggage-related data used for a wide range of reporting requirements.

The company needed a system to do the following:

- Notify airport operations personnel in real time about events/operational issues, such as take-off, landing and baggage claims, etc.
- Provide management with statistical reports on the performance of different operational areas, enabling them to monitor and measure performance.

Solution

A system was implemented with the capability to send alerts in near real-time (within the sub-

10-seconds range) to users, either as e-mails or text-based messages. The core message broker module receives the messages from various flight operations and airport operations systems, collates them and then issues alerts to the relevant back-end systems. A Web-based alerts-subscription module was also introduced to allow gate managers to sign-up and receive alerts of 15 different types with more than 50 attributes.

Benefits

- Real-time information of luggage-handling operation for gate managers.
- Ability to optimize operation in case of flight delays.
- Quick interception ability in case of hold-ups or excessive delays in the operation.
- Ability to perform trend analysis and identify bottlenecks based on data collected, thereby allowing for an opportunity to improve operational efficiency.



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