VIRGIN AUSTRALIA'S CONVERTIBLE CHECK-IN DESKS DO BOTH DIY AND FULL-SERVICE

News / Airlines



Virgin Australia has installed SITA's new flexible passenger check-in technology at its new domestic terminal at Perth Airport.

The new common-use hybrid desks can switch from self-service bag drop mode to full-service traditional check-in counters, as required. SITA's new solution lets airlines adjust the type of service offered for a flight based passenger preferences and airline need, with one common-use platform, for easy systems integration.

Ilya Gutlin, SITA President, Asia Pacific, said: "This is a very exciting time for both Virgin Australia and SITA. The airline's new domestic terminal at Perth Airport has been designed to manage passengers quickly and with the level of service they want. Working together with Virgin Australia has allowed us to combine our innovative ideas and deliver this ground-breaking technology."

The hybrid check-in desks are the world's first implementation of IATA's latest specifications,

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which support both agent desk operations and self-service bag drop using a single set of hardware.

“They set a new standard for airports not only in Australia but around the world,” SITA states.

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