

ACI World launches updated handbook

Airports Council International (ACI) World has announced the launching of the second edition Airport Digital Transformation Handbook, offering comprehensive guidance to help airport executives approach digital transformation.

Supported by Honeywell and Mott MacDonald, the handbook —developed by experts from the ACI World Information Technology (IT) Standing Committee — examines how new technologies and the digitalization of existing manual processes can help address capacity challenges as the aviation industry recovers to pre-pandemic levels of air traffic.

The handbook has been updated specifically to discuss the challenges and opportunities brought by COVID-19.

“The COVID-19 crisis necessitates new systems and processes that are more efficient and touchless, enabling quick recovery and future growth,” ACI World Director General Luis Felipe de Oliveira said. “The challenge for aviation is to manage health issues, restore confidence, contain costs, make better use of resources, and find efficiencies, all while increasing sustainability, improving passenger experience, and maintaining safety and security.

“Airport leaders acknowledge that business success is not just about the deployment of new technologies but, instead, success will come from transforming the business of airports, adapting to customers, staff, community and cultures while leveraging existing and new technologies to meet strategic objectives and goals. The pandemic may actually offer a catalyst for change, to foster greater innovation and the regulatory change needed to support it.”