

Siemens Baggage 360: New release provides real-time map to control operations remotely

- **Proactive collaboration and actionable recommendations for all airport stakeholders**
- **Big leap toward a digital twin of baggage handling processes**
- **Potential bottleneck prediction with unique AI-based forecasting capabilities**

Siemens Logistics launches a new version of its unparalleled baggage handling and airport operations software Baggage 360. It provides airports, airlines and ground handlers with real-time baggage flow forecasting, an interactive map of all airfield movements, and a resource planning and simulation tool. Thus, the software enables airport stakeholders to plan and allocate their fixed, mobile and human resources optimally. Baggage 360 leverages cloud technology to offer more IoT functionalities and predictions driven by artificial intelligence (AI).

“The new release of Baggage 360 is an important step toward a digital twin for baggage handling processes,” says Michael Reichle, CEO of Siemens Logistics. “The virtual representation of real-time operations helps airports to monitor and manage processes remotely and intuitively. Our pilot customers were impressed by how additional functionalities increased their operational efficiency.”

All airport stakeholders are subject to high costs and time constraints, particularly in volatile periods. The need to scale processes in line with passenger and baggage fluctuations is a challenge as the industry continues to recover. Siemens Baggage 360 consists of a suite of applications to ensure seamless operations. Forecasting functions utilize advanced AI and machine learning algorithms to anticipate expected baggage volumes for the next 24 hours and pinpoint potential bottlenecks or malfunctions. Airports, airlines and ground handlers benefit from proactive collaboration, reliable

predictions and actionable recommendations to make their processes as efficient as possible. For example, the resource planning tool can be used to change a flight's make-up or laterals assignment to shorten baggage journey time.

As part of a pilot, Baggage 360 improved the average end-to-end travel times by 9 minutes. How? Through smarter planning and allocation of laterals, the points at which ground handlers feed the baggage handling system with transfer bags. Furthermore, on a single day Baggage 360 contributed to 22 percent fewer left-behind bags. That led to an improved customer experience and repatriation cost savings amounting to thousands of euros.

Baggage 360 is based on MindSphere, the open IoT operating system from Siemens. It connects real-world processes and machines, for example through sensors, with the digital world of data analytics and apps. Thanks to its open interfaces, Baggage 360 can be implemented at any airport – regardless of size or the operating system in use. The apps are highly scalable, allowing businesses to access more features and services as they grow.

Besides airport software, the Siemens Logistics portfolio includes hardware and service solutions to optimize baggage and cargo handling processes. The company also offers maintenance services and comprehensive consulting. Airlines and airports benefit from Siemens' decades of experience in the aviation industry.

For further information on Baggage 360, please see [here](#).

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Siemens Logistics GmbH, headquartered in Constance, Germany, is a fully owned subsidiary of Siemens AG. Siemens Logistics is a leading provider of innovative and high-performance products and solutions for mail and parcel automation; for airport logistics including baggage and cargo handling; and for the digitalization of logistics processes using high-end software. Comprehensive customer service completes the portfolio. Siemens Logistics is represented worldwide through its regional companies and active in more than 60 countries. Major customers include renowned airports as well as postal and parcel service providers around the globe. Further information is available online at www.siemens-logistics.com.

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