








Improve Your Bag Room Performance

SmartBag is a comprehensive baggage management solution used by many of the world's largest airports, airlines, and ground handlers. It provides bag rooms and ramp teams with the latest technology for reconciling and tracking baggage, reducing mishandled and delayed bags, and improving overall bag room performance.

- **Drive productivity and performance:** Authorization to Load status changes and last seen location information gives baggage handlers the information they need to be as efficient as possible.
- **Meet IATA 753 compliance:** Track bags throughout their journey from check-in to delivery, including transfer between airlines.
- **Flexible deployment:** Variety of deployment options to match the unique needs of airports and airlines, regardless of the size of the operation.

Key Benefits

-  Improve operational efficiency
-  Improve on-time departure using real-time Action Items
-  Reduce mishandled bags
-  Decrease calls to your baggage service office
-  Deliver an exceptional passenger experience

"Our new luggage tracking system allows us to make better business decisions on whether we should hold a flight because we know where the bags of each of our guests are located."

Eddy Ganir, Operations Manager,
Honolulu Control Center, Hawaiian Airlines

50+

Airlines Served








15+

Airports Served

800M+

Bags Processed Annually

SmartBag Modules

-  **Reconciliation**
Reconciles passengers and checked bags with real-time validation supporting positive passenger bag match departure protocols.
-  **Recovery**
Rapid reflight of delayed baggage including updates to industry tracing systems using mobile or desktop devices.
-  **Tracking**
Tracks and validates the locations and actions of handlers as they move bags throughout the airport.
-  **Grouping**
Configure bag groups with specific validation rules and perform tracking, validation, and bulk actions for bags in the group.
-  **Baggage Services Office**
Provides agents with user-friendly tools to streamline the process of reuniting passengers with delayed baggage and gives passengers self-service options for reporting and arranging the delivery of mishandled baggage.
-  **Passenger Notifications**
Collects real-time information about bags and their status as they are scanned during the handling process, and then delivers critical information to passengers on their mobile and web-enabled devices.
-  **Load Planning Integration**
Provides integration with an airline's Weight and Balance (WAB) system. Enforces the load plan and sends real-time bag count information to the WAB system.



Our Clients

Toronto Pearson 

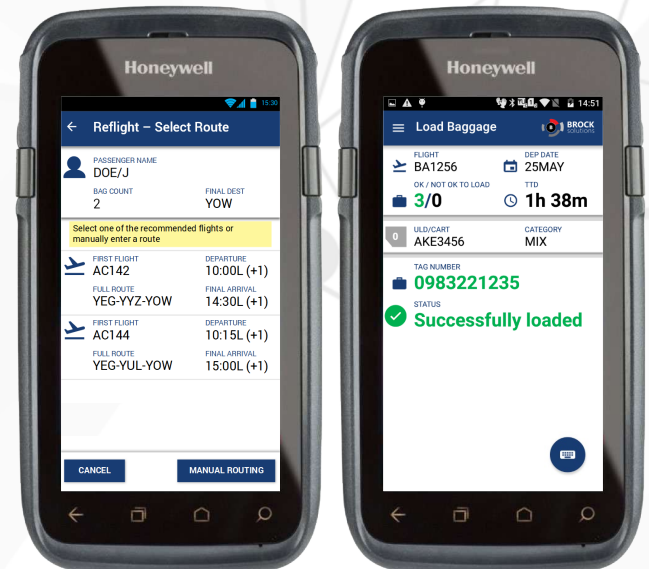
 **John F. Kennedy**
International Airport

 **SFO** San Francisco
International Airport

Aer Lingus 

Copa Airlines 

Southwest 



Bluetooth printer, overlay stickers for re-flight bags, and screenshots of Baggage Recovery and Reconciliation on scanners.

Be Part of the Digital Transformation

At Brock Solutions, we understand that Digital Transformation is more than just buzz words. We make it our business to bring automation to your operations, so you can focus on your business. To talk to an expert or schedule a demo, scan the QR code or contact us at:

Web: brocksolutions.com/contact | Email: smartsuite@brocksolutions.com

