# Centralized Baggage and Passenger Management

**SmartSuite** is Brock's proven and scalable operational database and application platform. It provides a comprehensive suite of solutions to enhance operations and management while improving passenger experience.

Products and modules can be implemented as standalone systems or integrated together to provide end-to-end tracking of all baggage, cargo and passengers.

- **Total Visibility:** Monitor enterprise-wide operations in real-time, regardless of physical location or system 'vintage' (OEM, age of system, etc.).

- **Centralize Operations:** Gather, store, and share real-time data in the SmartSuite database.

- **Flexible Platform:** Customized solutions to solve customer's specific problems and needs.

- **Cloud-Based:** Share data with all stakeholders easily and receive continuous system upgrades and improvements.

## Key Benefits

- Gain detailed, end-to-end information about passengers and their bags

- Improve decision making with real-time dashboards and reports

- Lower costs by reducing mishandled and delayed baggage

- Reduce labour and manual tasks by automating repeatable processes

- Improve passenger experience with shorter wait times and improved communications

> "Brock has solutions that are all interconnected and that operate seamlessly to provide great benefit to allow us to move bags with our passengers."

**Darin Juby**, Director of Baggage Services, Toronto Pearson Airport

brocksolutions.com/smartsuite

## SmartSuite ENTERPRISE
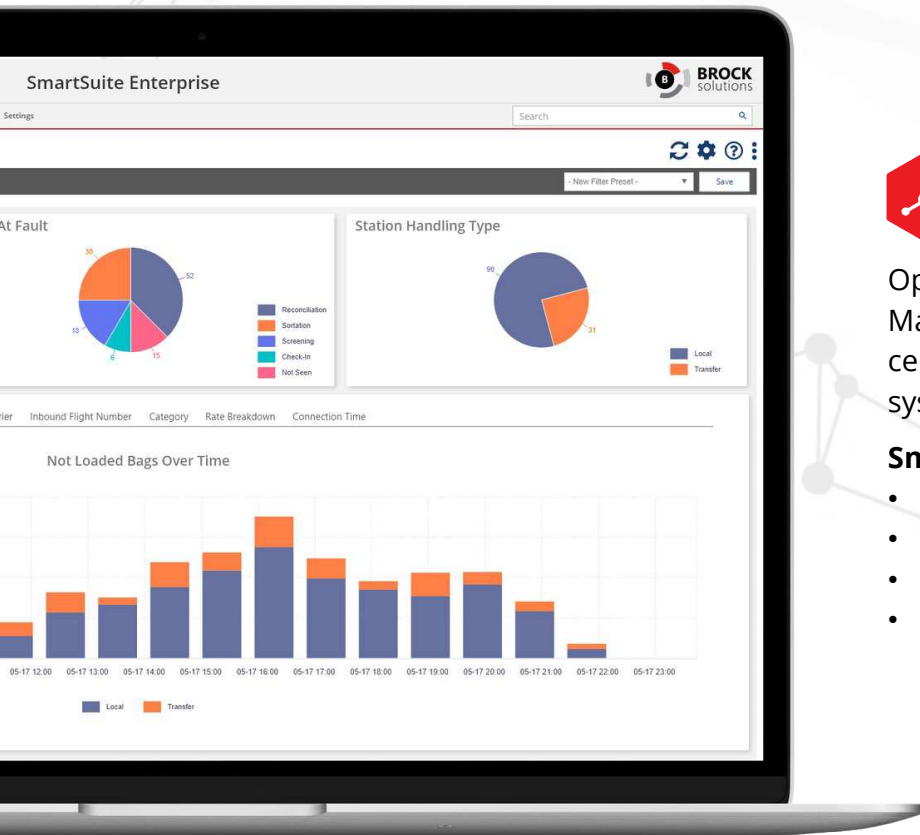
Operational Passenger and Baggage Management System (BMS) that collects, centralized, and shares data across multiple systems.

**SmartSuite Enterprise Modules:**

- Multi-System Management
- Enterprise Dashboards and Reporting*
- Enterprise Search
- SmartSuite Analytics

## SmartBag

Baggage management for loading and tracking baggage, reducing mishandled and delayed bags, and improving overall baggage handling performance.

**SmartBag Modules:**

- Reconciliation*
- Recovery
- Tracking
- Grouping
- Baggage Services Office
- Passenger Notifications
- Load Planning Integration

## SmartConnect

Intelligent message broker that acts as a central hub, interpreting, manipulating, and routing messages between systems.

**SmartConnect Modules:**

- Baggage Message Broker
- Flight Message Broker
- Commodity Message Broker
- Passenger Message Broker
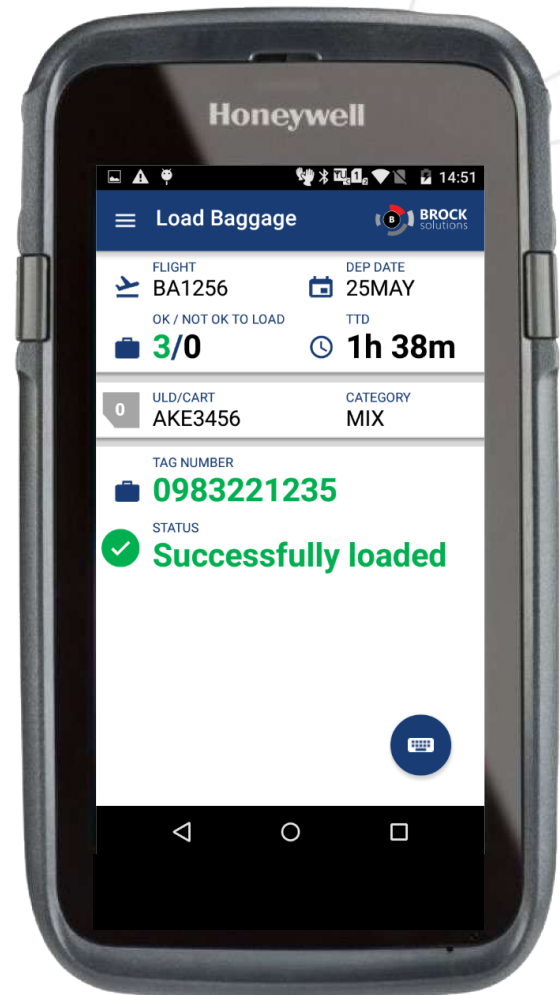
# ⚑ SmartSort

Sortation management system that accurately tracks bags, allowing operational improvements to be identified and implemented.
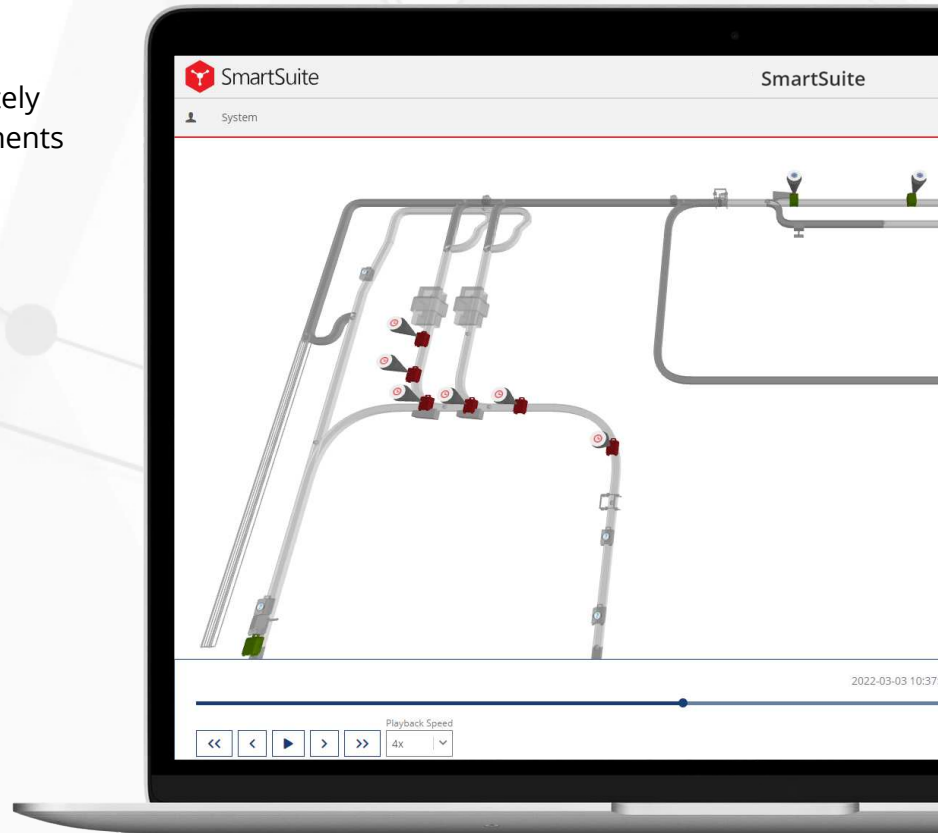
**SmartSort Modules**
- Sortation
- Baggage Security Screening
- Advanced Sortation
- Early Bag Management
- Video Encoding
- BHS Map*

# 🧳 SmartDrop

Touchless bag drop solutions that allows passengers to self-tag bags at dedicated or common-use kiosks.

**SmartDrop Modules:**
- Agent Bag Drop
- Mobile Bag Drop
- Auto Bag Drop
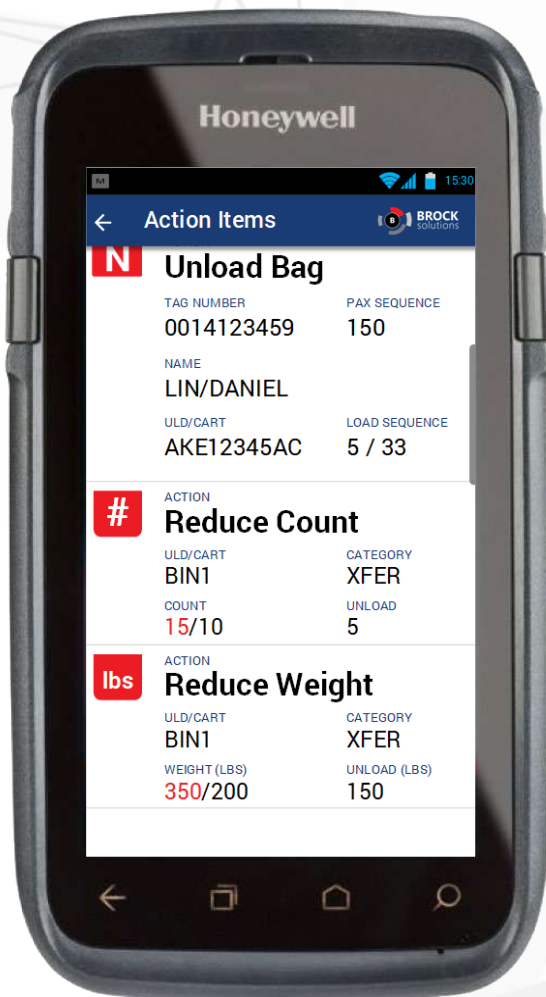


# ✈ SmartLoad

Cargo management that tracks cargo, mail, and other barcoded commodities and provides real-time Weight and Balance (WAB) integration.

**SmartLoad Modules:**
- Cargo Reconciliation
- Cargo Tracking
- Mail Reconciliation
- Mail Tracking
- Commodity Grouping
- Load Planning Integration*
- WAB Integration

# ☑ SmartClear

Validation tool for tracking passengers and their bags as they move through security, customs, and boarding processes.

**SmartClear Modules:**
- Passenger Verification
- US Preclearance
- Expedited Customs

# Join the SmartSuite Community

AIR CANADA · Aer Lingus · BRITISH AIRWAYS · LATAM AIRLINES

Southwest · Hartsfield-Jackson Atlanta International Airport · SYD · John F. Kennedy International Airport · American Airlines

O'HARE INTERNATIONAL AIRPORT · CopaAirlines · DELTA · Toronto Pearson · YVR

AeroMexico · DFW DALLAS FORT WORTH INTERNATIONAL AIRPORT · jetBlue · DublinAirport · UNITED

LAX Los Angeles World Airports · SFO San Francisco International Airport · FORT LAUDERDALE-HOLLYWOOD INTERNATIONAL AIRPORT BROWARD COUNTY, FLORIDA · YYC CALGARY AIRPORT AUTHORITY · Virgin australia

*Including but not limited to

| **70+** Airlines | **250+** Airports |
|---|---|

**800M+** Bags Processed Annually

**500M+** Passengers Processed Annually

# Real-Time Solutions for Airports and Airlines

SmartSuite

We provide *Powerful* systems that are *Simple* to use and inspire *Meaningful Change*.

By BROCK solutions

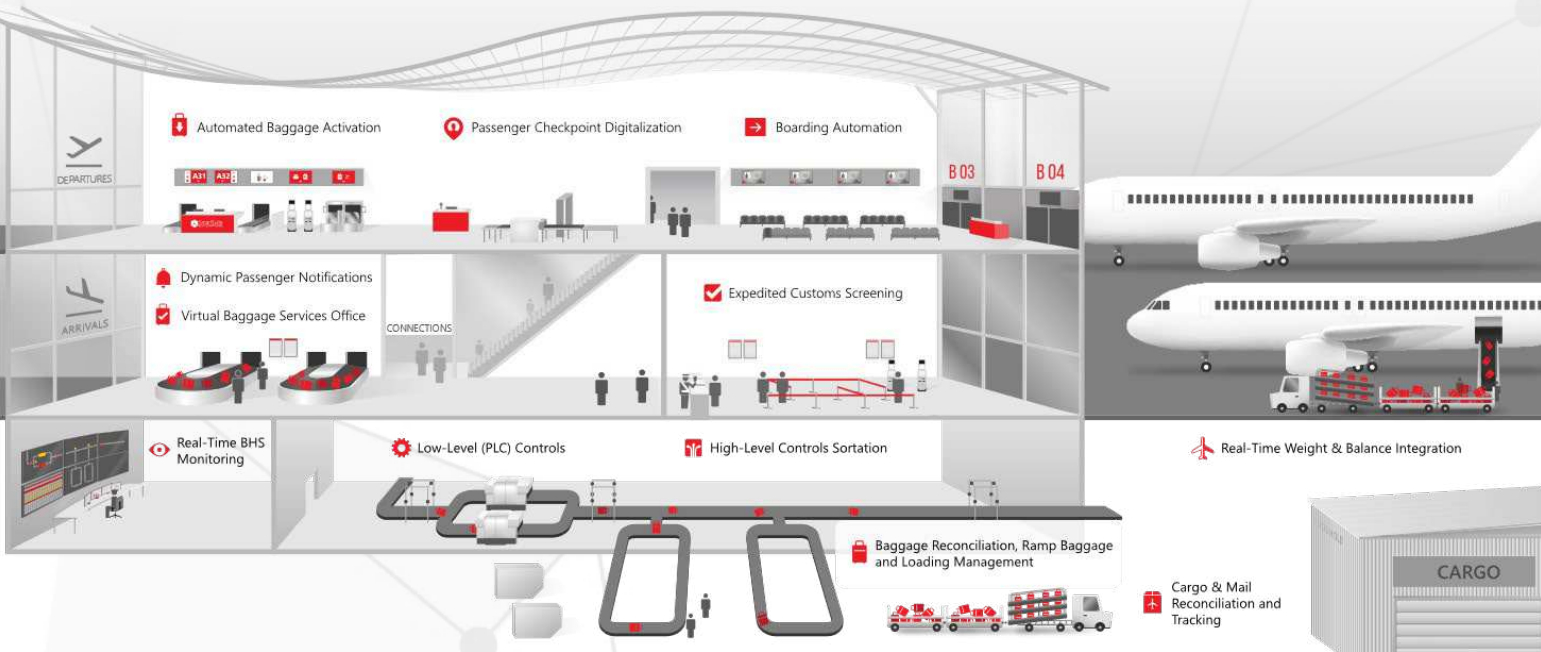## Operations & Enterprise Management

- Operational Passenger and Baggage Management System
- Automated Resource Planning
- Centralized Message Broker

DEPARTURES

- Automated Baggage Activation
- Passenger Checkpoint Digitalization
- Boarding Automation

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ARRIVALS

- Dynamic Passenger Notifications
- Virtual Baggage Services Office

CONNECTIONS

- Expedited Customs Screening

- Real-Time BHS Monitoring
- Low-Level (PLC) Controls
- High-Level Controls Sortation
- Real-Time Weight & Balance Integration

- Baggage Reconciliation, Ramp Baggage and Loading Management
- Cargo & Mail Reconciliation and Tracking

CARGO

# 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