Agile approach to incubate new technology helps modernize airport operations

Opportunity

Almost every step of a passenger through an airport is influenced by one or more IT systems – across check-in kiosks, baggage systems, passenger wayfinding and airport resources management systems. And the smallest failures in any of them impairs flow leading to cascading delays.

This drives the partnership between Greater Toronto Airports Authority (GTAA) and Wipro. More so, Wipro's approach of incubating new solutions before deploying them makes this a standout for new technology adoption.

This partnership has also allowed the airport to adapt to new and urgent demands during the pandemic.

Imagining IT Differently

GTAA partnered with Wipro to modernize its technology infrastructure and airport operations – with a strong emphasis on innovation, such as:

- Use AI & automation in IT operations
- NFC solution for airlines/airport staff to report IT issues.
- AIOps in baggage operations
- AI answering calls to the call center.

For GTAA, these are the result of over 30 innovation initiatives led by Wipro to incubate new technologies such as building information modelling, AI-enabled use cases, augmented reality, and blockchain.

Future Made Possible

The partnership with Wipro has helped GTAA reduce outages due to system failures. During the pandemic, it rolled out new solutions for airport staff to work from home, for contact tracing or contactless check-ins – in addition to a sustained and tangible impact.

- AI & automation in IT operations has reduced downtime and Mean-Time-To-Repair (MTTR) by 85%.
- Saving 500,000+ mins of calls to log tickets, due to the NFC solution.
- AIOps in baggage operations has reduced systems downtime by 90%.
- IoT solutions in baggage handling, airside fleet tracking, and washroom maintenance have all led to an improved passenger experience.

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