



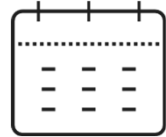
Technology Trends Defining the Airport of Tomorrow

SITA Insight

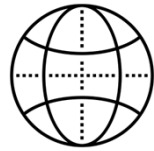
Prague, Czechia

SITA at Airports
June 2026

Findings from ACI/SITA 2025 Airport IT Survey



Started in 2004, now
in it's 22nd year.



Speaking for 347 airports,
and 27% of global
passenger coverage.



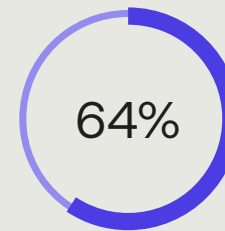
Largest survey on IT
spending, tech use, and top
needs in aviation.

6 Billion Passengers By 2030

one journey
many **fragmented** operations

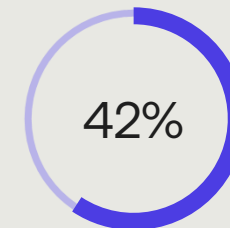


What are the most important factors that you would like to see improved in the travel process overall?



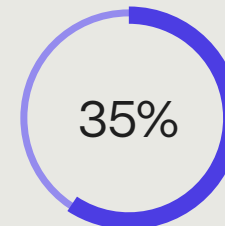
Shorter waiting times at Airports

64%



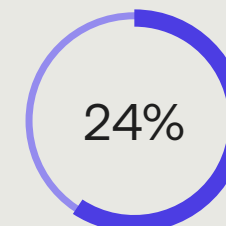
Seamless digital travel experience

42%



Real-time notifications about the travel journey through a digital app

35%



Baggage handling door-to-door

24%

Don't know 3%
Other 1%

Airport future focus & commitments

Investing more than ever

\$14.8B

committed to airport IT in 2025

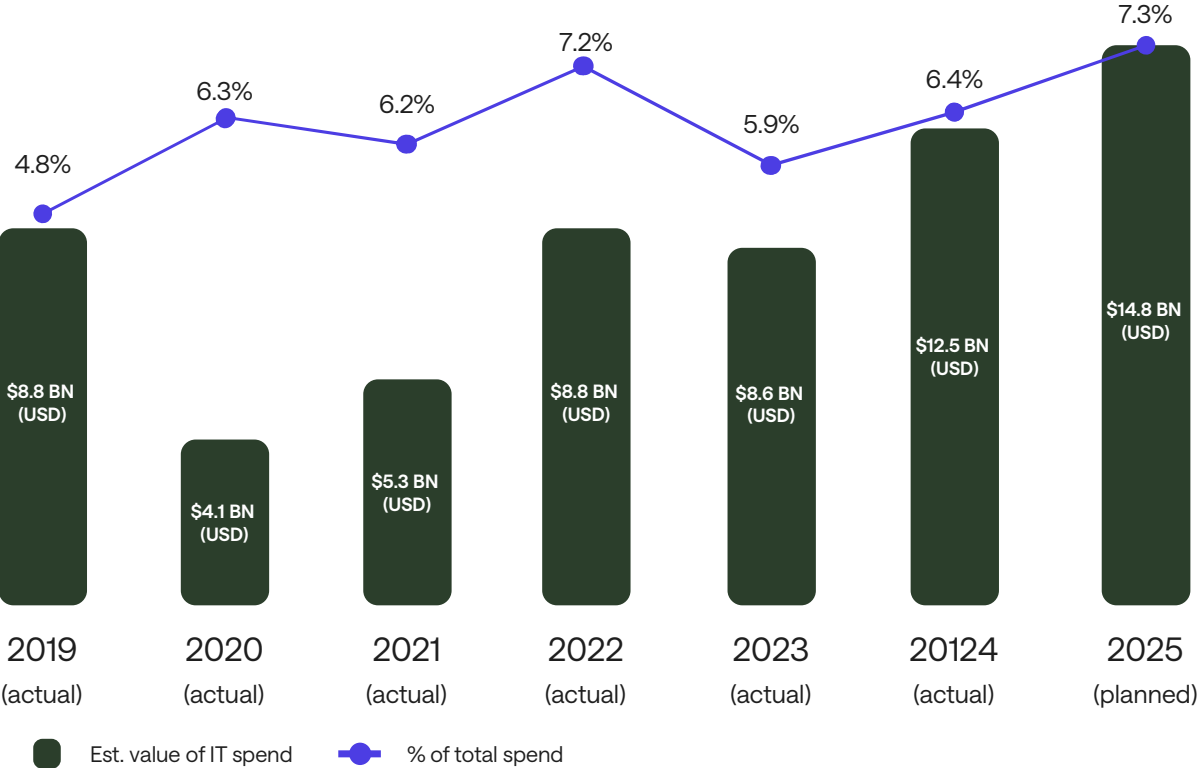
77%

of airports grew IT budgets over 2024

63%

expect continued budget growth into 2026

Airport IT&T spend 2019 - 2025



QUESTION: What is your planned spend on IT&T as a percentage of your organization's revenue? 14.8 US\$BN 2025 (planned) 7% 6% 5% 4% 3% 2% 1% 0% Estimated value of IT spend in US\$BN % of total spend.

*Outlier responses that distorted the overall results were removed to maintain analytical accuracy.

Globally, airports are continuing to invest, transform, connect, and collaborate.

The top priority areas for IT investment over the next twelve months.



56%

IT, telecoms,
and networking
infrastructure



53%

Cyber security
services



52%

Passenger
processing
systems



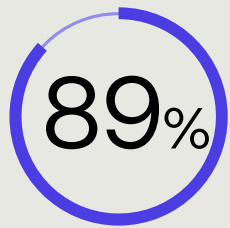
32%

Airport
optimizations
systems

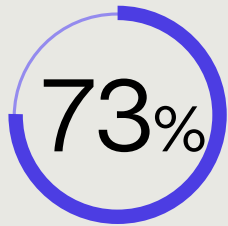
Europe technology focus

Today 71% of European airports report that they are investing in biometric ID management solutions.

High AI ambition



of airports say data-driven decisions are a priority



of airports plan to invest in AI for prediction.

100% of European airports surveyed plan to use AI in airport operations by the end of 2028

Where AI is making a difference at the airport



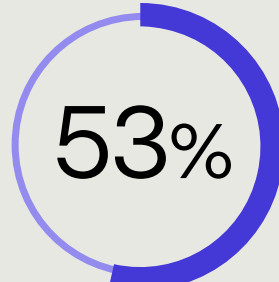
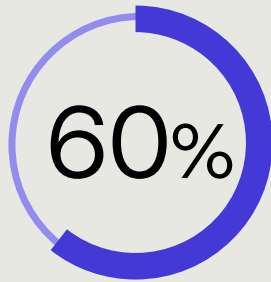
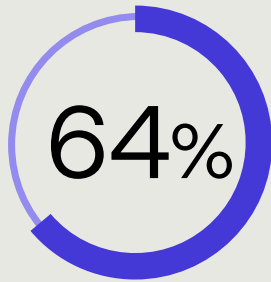
Cybersecurity



Passenger flow management



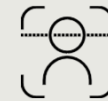
Aircraft turn around



Airport Operations



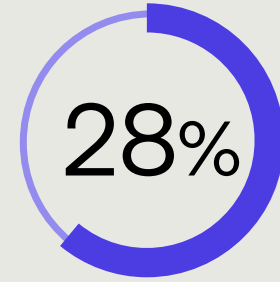
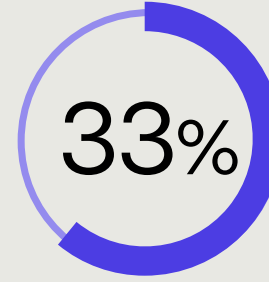
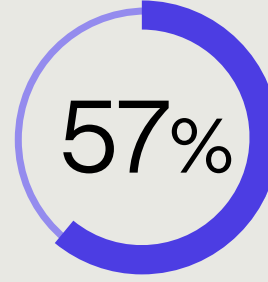
Customer service



Passenger Processing



Passenger Experiences



Passenger Services

From experimentation to implementation, data consistency is essential

When AI-powered capabilities move from POCs to embedded core operations, data consistency is a critical success factor.

1. From experimental:

- POCs and standalone use case trials with a limited scope.
- Not connected to operational systems

2. To implement:

- Embedded in A-CDM, stand/gate allocation, Biometric Passenger Processing, Baggage Management.
- Integrated with live operational data feeds
- Used daily to make decisions



Of airports cite data integration and consistency as the #1 barrier to scaling AI in operations.

**Shared data
connects
passengers,
operations, and
business flow.
Making it work
needs teamwork
and new ideas.**

Europe leads the way



Of European airports plan to have a data platform in place by 2028

(71% implemented by the end of 2025)

AOP guidelines setting the path

Real-time sharing of flight updates, turnaround status, and resource allocation.



Flight Updates

Shared in real time



Turnaround Status

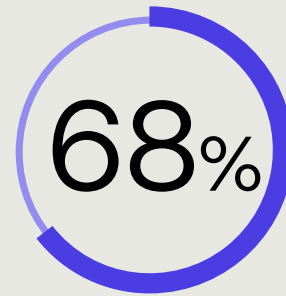
Shared in real time



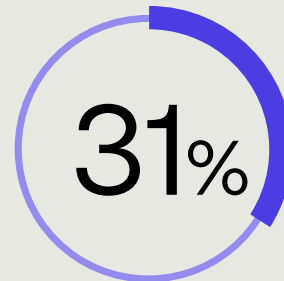
Resource Allocation

Shared in real time

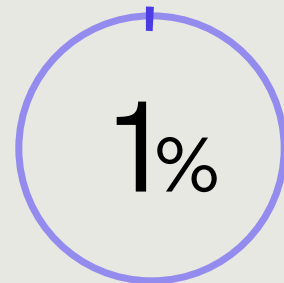
Airports are choosing partnership & co-innovation to build the airport of the future



of airports chose a combination of purchased, proprietary, or co-innovated tech solutions



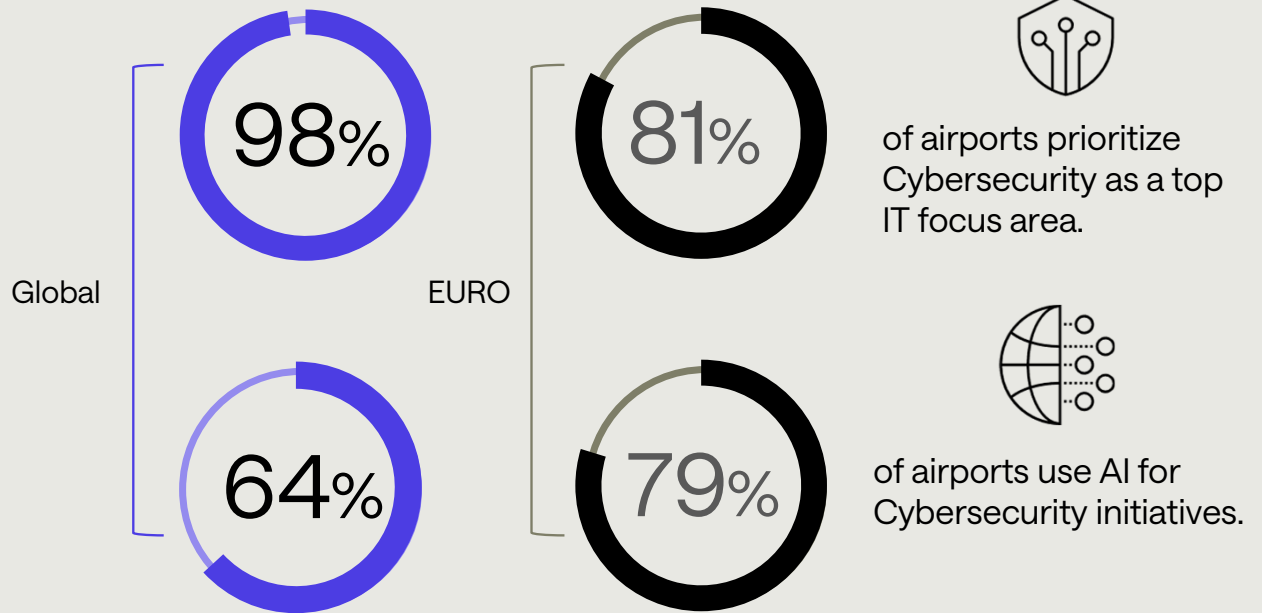
of airports chose to solely purchase tech solutions




of airports chose to develop tech solutions on their own

The same data integration that makes operations smarter also brings risk

In 2025, airports continue to focus on cybersecurity





The airports of the future
won't be defined
by what we install.

They will be defined by
how we co-innovate
to deliver the improved
Passenger journey

Delivering on our promises



Biometrics enable seamless
passenger flow



AI and connected data power
leading edge capabilities.



Turnaround efficiency
unlocks additional capacity



**History is littered
with winners who
didn't adapt.**

**As AI rewrites the
rulebook...**

**What's the cost
of waiting?**

SITA

Scan here to
download the
full report.

