SmartBag

Improve your bag room performance

SmartBag is a comprehensive baggage management solution for airports, airlines, and ground handlers. It provides your bag room and ramp staff with the latest technology for tracking baggage, reducing mishandled and delayed bags, and improving overall bag room performance. SmartBag can be hosted in a cloud environment, eliminating the need for on-site server hardware and reducing project start-up time and costs. SmartBag can also be locally hosted in a Customer’s data center, providing the flexibility to implement a centralized baggage tracking solution that fits your needs.

SmartBag Reconciliation

Brock Solutions’ Baggage Reconciliation System (BRS), SmartBag Reconciliation, reconciles passengers and their checked bags by allowing baggage handlers equipped with hand held scanners to scan each bag as it is loaded into a container or onto an aircraft, providing a clear, real-time indication of which bags have the authority to be loaded. Action Items about Authorization to Load status changes and last seen location information give baggage handlers the information they need to be as efficient as possible. Flight loading progress can be monitored in real-time using dashboards on the SmartSuite Web Client.
SmartBag Tracking

SmartBag Tracking allows baggage handlers to scan bags throughout the airport in order to track the bag’s location and view information about each bag and its flight. An unlimited number of scan points can be configured in the system, creating additional granularity of data that can be used to help track and trace bags throughout their journey. Information about each scanned bag is displayed, including inbound and outbound flight numbers, the amount of time left for a transfer bag to make its connection (with extra indication if the bag is a Hot Bag), and the assigned gate for the bag’s outbound flight. This information allows baggage handlers to make informed decisions about the delivery of each bag.

SmartBag Recovery

SmartBag Recovery is a powerful mobile relighting tool for reconnecting passengers with delayed baggage as efficiently and cost-effectively as possible. Delayed bag processing is as easy as scanning the bag tag, selecting a new flight from a list of automatically recommended options, printing an overlay from a portable printer, and affixing it to the existing bag tag. SmartBag Recovery updates systems such as the DCS, WorldTracer, BHS, etc. with the new route information.

Each bag’s journey, from beginning to end.

Each time a bag tag is scanned by any function within SmartBag, a record is stored in the centralized SmartSuite Database. The SmartSuite Web Client provides access to the data via real-time dashboards, global search capabilities, and detailed reports, to deliver statistical information on baggage handling operations, as well as real-time performance information and complete baggage tracking details, including last known location details for each bag.

Accurate bag-to-passenger reconciliation, enhancing security

Provides a tool for achieving compliance with IATA Resolution 753

Improves on-time departure through the use of real-time Action Items

Can be hosted in the cloud or locally in a Customer's data center

Can be deployed in dedicated or common-use mode

Easy-to-navigate user interface, with clear responses to baggage loading actions

Flexible web-based configuration to support individual airline rules

Customizable web-based dashboards and reports provide both real-time and historical overviews of system operations

Centralized installation enables enterprise-wide data sharing across multiple stations to provide end-to-end tracking of baggage

Reduces airline expense for processing delayed bags

Integrates with various airport and airline systems, providing "big picture" tracking and reporting

Vendor-agnostic software provides a variety of options for deployment on different hand held scanning device models

Redundant server configurations available

Multi-language support