AeroCloud

AeroCloud supports Sarasota-Bradenton International Airport **to scale capacity from 1.2 to 4.3 million passengers**

Customer

Sarasota Bradenton International Airport (SRQ) is one of the fastest-growing airports in the United States. Located on the west coast of Florida, it serves 11 airlines flying to over 50 nonstop destinations and has seen its annual passenger numbers rise to over 4.3 million. The airport started its journey with AeroCloud in 2020 in response to soaring passenger numbers and has continued to scale up its use of AeroCloud's platform – adding new cloud modules to optimise operations.

srq SARASOTA BRADENTON INTERNATIONAL

Challenge

SRQ's passenger numbers grew significantly during the period of the COVID-19 pandemic, which saw its all-time passenger traffic record broken several times. As demand for air travel surged, so too did pressure on the team's workload since they were heavily reliant on manual processes.

Though SRQ did operate a partial common-use gate operation, airport staff still managed gate and resource allocation through manual processes and dispersed systems. Operational data also had no way of syncing with the airport's Flight Information Displays (FIDS) which meant a lot of manual processing was required to ensure that passenger-facing information stayed up-to-date and accurate.

4.3m 2024

1.2m 2019

1.2 million passengers in 2019 to 4.3 million in 2024 through the same 12 gates

Solution

These challenges prompted SRQ to find a new airport operations management platform. After a competitive tender, the airport deployed multiple AeroCloud modules from its intelligent Airport Management System (iAMS) to shift from manual processing to cloud-based, automated management.

Through AeroCloud's Gate Management module (GMS), SRQ has automated the planning and allocation of gate resources, freeing up time for staff to be redeployed across the airport on higher-impact activities.

The modular approach of AeroCloud's platform enables smart integration of data feeding from the GMS into the FIDS to deliver accurate, real-time flight information to passengers at all times. SRQ has also deployed AeroCloud's Flight and Airport Terminal Information

app which partners with AeroCloud FIDS. The app gives passengers access to flight information without needing to have a FIDS screen in sight, and they can also use the app to browse and locate amenities such as concessions and ground transportation.

SRQ also deployed AeroCloud's Common Use Passenger Processing Solution (CUPPS) to maximise space in check-in zones and democratise passenger processing across the airport's airlines and third-party users including ground handlers and security. The technology enables any check-in agent, from any airline, to process any passenger through a user-friendly common-use interface. For SRQ, the cloud-native module also removes the need for expensive, on-premise technology and hardware that require on-site maintenance.

Gate Management System (GMS)

Common-use passenger processing system (CUPPS)

Flight Information Displays (FIDS)

Outcome

With unlimited AeroCloud licences at no extra cost, real-time data can be accessed by all airport stakeholders who need it – from the airport's operations and IT teams to airline personnel, ground handlers, concessionaires and janitorial crews.

This has given SRQ a central source of truth for all operational management and passenger processing. This has been a key enabler of growth for SRQ against a backdrop of limited resources and infrastructure. The airport has successfully scaled from processing **1.2 million passengers in 2019 to 4.3 million in 2024 through the same 12 gates** and with no need for physical expansion.

What Sarasota-Bradenton International Airport Says About Us

AeroCloud has a tremendously positive impact on our airport operations. The GMS allows us to manage day to day operations and look ahead to make sure there's no conflicts for gate utilization. In recent years, SRQ has been experiencing unprecedented growth in passenger traffic to the magnitude of 320% shortly after the initial effects of Covid-19 on the aviation system.

The eleven air carriers serving SRQ have been on an existing common use system at the boarding gates, some exclusively, and it has afforded them the flexibility to operate from non-signatory gates when needed during irregular operations or when adding seasonal service.

The two carriers solely operating on their proprietary systems were delayed 4 to 5 days waiting for their IT equipment to be replaced by IT crews already stretched between nearby airports also affected by the hurricane.

Two of these airlines were temporarily relocated to counters equipped with both the legacy common use system and SRQ's AeroCloud's Common Use platform, allowing them to resume flight operations two days after the hurricane without any additional delay or disruption to service.

The benefits of the common use system at SRQ were proven again in the days following the aftermath of Hurricane Ian in September 2022. Some of the roof damage sustained at the terminal building rendered four airline ticket counters out of service.

We support AeroCloud because of their approach to cloud-based platform management as opposed to cumbersome and expensive server-based on-site systems. This approach allows for reduced operating costs for SRQ and ultimately its airline tenants, as well as increased flexibility and scalability.

The level of support and response experienced during rare occasions since 2019 has been remarkable and exemplary. AeroCloud team members listen to and maintain a constant contact with its customers to check on any unmet needs or to advise on upcoming changes, and we have also found them to be highly responsive.

Two years after the initial contract, SRQ partnered with AeroCloud to help them develop their cloud-based flight information display system (FIDS) using the same reliable flight data used for the IAM. The need for FIDS integration was identified early during IAM implementation since it provides real time updates for flight information from the airlines and includes changes such as gate assignment to automatically update all the screens with this new information. SRQ has migrated from a legacy and non-user-friendly FIDS to AeroCloud's system since then and could not be more satisfied, providing reliable and accurate flight information to passengers and other tenants.

The AeroCloud team is always responsive and it feels like a partnership working with them more than a client/provider business deal.

SRQ was one of the first airports in Florida to contract AeroCloud for their Intelligent Airport Management® (IAM) system and they have expanded to 16 airports in the U.S. and 42 airports globally to date.

Looking to Revolutionize Your Airport Management?

Streamline operations, enhance passenger experience, and maximize revenue with AeroCloud.

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