



Home > about-us > press-releases > oman-air-system-cutover-kuwait

Oman Air System Cutover in Kuwait

Oman Air in Kuwait has implemented the use of its own departure control system called Airport Check-in System/International (ACSI).

The successful cutover means that Kuwait Airport is now connected directly to the full suite of passenger service systems.

The system gives customers an enhanced level of service and increased operational efficiency. It improves the passenger check-in processing through new user friendly display screens and enhanced check-in facilities, and electronic ticketing to onward destinations. Hence this will improve the total passenger experience on Oman Air.

The cutover was performed by an Oman Air team from Muscat and Kuwait and SITA.

The professional manner in which NAS Groundhandling Management staff and IT personnel, with the cooperation of SITA, handled the cutover greatly contributed to its success.

The cutover was initiated on 15 November 2005 and the first flight processed by the new system was WY 646 from Kuwait to Muscat.

The Kuwait station is the eighth on the Oman Air ACSI automated network. Oman Air is among the first group of international carriers to utilize the new functionality in Kuwait.

The move forms part of the rollout of system implementation at all Oman Air destinations.

The next destination due for cutover by mid-December 2005 is New Delhi.

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