



London Luton Airport implements AeroCloud's Common Use Passenger Processing System to enhance flexibility, efficiency, and the passenger experience.

Customer

London Luton Airport has been a cornerstone of British aviation for decades. Originally established as a WWII military base, it played a key role during the package holiday boom of the 60s and 70s and supported the rapid growth of commercial air travel in the late 90s. As a major part of London's multi-airport system, Luton is now the UK's fourth largest airport, serving 11 airlines and handling over 17 million passengers annually. The airport also serves as a base for easyJet, TUI Airways, Ryanair, and Wizz Air.



“With AeroCloud PPSM, device issues are identified and resolved **65% faster**, reducing average response time from **15 to 5 minutes**.”

London Luton Airport

Challenge

Luton Airport's legacy systems no longer met the demands of a growing passenger base and evolving operational requirements. The previous technology lacked the flexibility and efficiency needed to support the airport's ambitious expansion plans. It was essential that the selected solution could be implemented without impacting day-to-day operations, even during a half-term holiday—one of Luton's busiest periods. With the airport processing more than 320,000 passengers per week, there was no time for unreliable systems. In late 2023, Luton Airport initiated a tender to replace its outdated Common Use system and associated support services with a modern solution that would streamline operations and optimise facility usage.



Solution

AeroCloud implemented its **Common Use Passenger Processing System (CUPPS)** at London Luton Airport to meet its operational challenges and deliver significant improvements. In 2024, AeroCloud processed 243 million passengers through our platforms, giving Luton the confidence to trust us with their 17 million passengers. With easyJet (EZY) as our largest customer on the airline side of our business and their home at Luton, this partnership made perfect sense. The cloud-based, hardware-agnostic system provides:



Scan to find out more about Common Use Passenger Processing



Operational Flexibility:

By enabling the shared use of common technology and integrated applications, AeroCloud's solution allows airlines, ground handlers, and other stakeholders to collaborate seamlessly across shared airport facilities.



Seamless Passenger Experience:

The CUPPS solution delivers secure and efficient handling of check-in, bag-drop, security access, and boarding processes, enhancing the passenger journey from arrival to departure.



Space Optimisation:

Stakeholders can share check-in counters, bag-drop zones, and boarding gates, optimising the utilisation of valuable airport space.



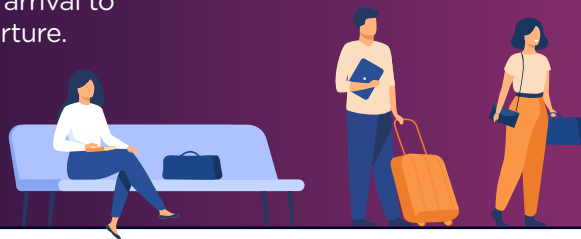
Reduced Hardware Dependency:

The system significantly reduces the requirement for hardware and peripherals, providing a cost-effective and scalable solution.



Cost Efficiency:

By reducing operational and capital expenditure, AeroCloud's technology delivers tangible savings for Luton Airport while supporting its growth goals.



Outcome

With AeroCloud's **Common Use Passenger Processing System**, London Luton Airport is well-positioned to accommodate high passenger volumes efficiently, enhance the passenger experience, and optimise operations. By delivering a modern, flexible, and cost-effective solution, AeroCloud supports Luton Airport's continued success as one of the UK's leading airports.

This collaboration marks a significant milestone for AeroCloud as we continue to deliver scalable, innovative solutions to airports worldwide. We are proud to partner with Luton Airport in achieving their ambitious vision for the future.



Reduced cost



Faster boarding



More passengers

"We had a half-term holiday in the middle of the delivery window, so we didn't want to impact the operation. The key things to overcome, really come back to **collaboration**, it's having **detailed plans**, and making sure we are in regular contact with all the key stakeholders - which we did and **it really went well and we delivered in line with plan.**"

London Luton Airport

Looking to revolutionise your airport management?

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

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