



MANAGING DISRUPTION WITH DIGITAL: CHANGI AIRPORT, SINGAPORE

VIDEO TRANSCRIPT

Jeff Loke, Senior Vice President, Singapore Changi Airport

Singapore Changi Airport is one of the busiest airports in the world and has been widely recognised by the public as the world's best airport for many years.

When the COVID pandemic struck, the travel and aviation industry worldwide was brought to a standstill. 98% of our passengers disappeared in a matter of weeks.

Divyesh Vithlani, Market Unit Lead, Southeast Asia, Accenture

We knew we had to combine the latest approaches (like design thinking, rapid prototyping and agile delivery) with the latest technologies (including Edge, Artificial Intelligence and Machine Learning), and that the cloud was absolutely the right foundation.

Peter Moore, Regional Managing Director, Asia Pacific and Japan, Public Sector, AWS

Changi Airport Group continually maintains excellence through innovation, leveraging the breadth and depth of AWS services.

Jeff Loke, Senior Vice President, Singapore Changi Airport

The safe travel concierge application was built as a one stop portal for all passengers, to allow

them a convenient checklist of all their entry requirements into Singapore.

We also have ChangiQ which is a digital platform that allows passengers to schedule their check in and security screening times.

Peter Moore, Regional Managing Director, Asia Pacific and Japan, Public Sector, AWS

AWS serverless, and machine learning capabilities meant prototypes can be rapidly designed and scaled.

These new digital products were built end to end and deployed in 4 weeks!

Divyesh Vithlani, Market Unit Lead, Southeast Asia, Accenture

Changi Airport can now focus on powering the business of experience, becoming even more agile and generating new value as they reinvent passenger experiences.

Jeff Loke, Senior Vice President, Singapore Changi Airport

As we are transitioning from a pandemic to an endemic situation, it is important that Changi continues to utilise the latest digital innovations so that Changi can emerge stronger from this crisis

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