

# Digital ID: Enhancing Air Travel and Passenger Experience

How cutting-edge biometrics solutions are improving passenger convenience, airport security, and operational efficiency from check-in, transit to arrival

## WHAT IS DIGITAL ID?

An integrated suite of solutions that includes biometrics and advanced video analytics that visualise human behaviour, detect wanted individuals, safeguard restricted premises and translate data into insights in real time to support informed decisions

## AIRPORT PAINPOINTS

### Security Breaches

36 

the average number of perimeter security breaches at US airports from 2012-2016

### Passenger Inconvenience\*

30% 

drop in travellers' retail spending at US airports due to additional 10 minutes waiting time in a security line

### Long Queues

1000+ 

the number of travellers who missed their flights in Aug 2017 due to new passport checks to and from the UK post-Brexit

### Critical Incidences

90   
minutes

the average time passengers at Sydney airports reported waiting before passing through security due to counter-terrorism raids in July 2017

## LEADING-EDGE DIGITAL ID TECHNOLOGIES

-  Face Recognition
-  Fingerprint Identification
-  Palm print Scanning
-  Iris Scanning
-  Video Surveillance
-  Video Analytics

### Check-In

#### Benefits:

- Seamless check-in, boarding, and departure processes via biometric authentication
- Fast detection of identity fraud
- Strengthen access control of restricted areas
- Enhanced hospitality for passengers with personalised welcome message in preferred language upon check-in



### Retail

#### Benefits:

- Shorter queues mean more time for passengers to enjoy retail and dining activities, driving airport retail revenues
- Redefining retail space by tracking travellers' retail activities
- Cashless payment via facial recognition for better retail experience



### Customs Declaration

#### Benefits:

- Highly efficient, effective Customs clearance process for more secured and comfortable passenger experience
- Faster, accurate automated clearance enable Customs to focus more on inspection and enforcement



### Passport Control/Travel Document Checks

#### Benefits:

- Biometric capability minimising manual processes to shorten waiting time
- Accurate identity verification for travellers
- Ease of transit information management for airport immigration authorities



### Security Screening

#### Benefits:

- Shorter waiting time for passengers
- Real-time threat detection, security incident response, and identification of suspicious individuals, minimising delays to operations



To learn more about how Digital Identification technologies are securing customer and stakeholder experiences, download the Executive Briefing Paper and access the [NEC website](#).



DOWNLOAD

Source: Frost & Sullivan