



# Smart Identity is becoming the new normal

## How to make it happen for airports?

Travellers around the world are taking notice: travelling is getting increasingly complicated and at times, frustrating. Recent security threats have put pressure on airports to increase security presence and surveillance, which has a toll on customer experience. At the same time, airports have little contact with their customers. How can we combine great service and high security, while improving passenger processes?

### What is at stake?

The following key challenges need to be addressed by airports so as to remain competitive, prevent disruptions, and thrive in a digital world:



#### Optimise processes

From check-in to boarding the plane, there are many processes that take time, space, and that are not the responsibility of the airports – how can we provide a better way to handle them with less impact on airport operations?



#### Increase security without disrupting experience

Recent security threats have dramatically impacted the level of security needing to be deployed. How can we focus security only on those subjects presenting a risk?



#### Building new business opportunities

Data monetisation, traveller identity issuance, digital services... how to make them happen?



#### Airport as a city hub

How can the airport become an attractive stop for travellers to enjoy shopping and services?

**+70%**  
of travellers are in favor of travelling with their biometrics alone

**63%**  
of airports plan to invest in biometric ID management solutions in the next three years

**40 to 75%**  
faster throughput with biometric solutions

### Why Smart Identity matters

**Know your customers better:** travellers have a real incentive to register with loyalty programmes, leading to more data of higher value.

**Improve processes and increase security:** identification processes become faster, and more reliable – you know exactly who is on the plane.

**Level-up the customer experience:** travellers express tiredness at using multiple tokens (boarding passes, luggage receipt, passports, etc.) throughout their customer journey – make life easier for them.

**Build an inclusive environment:** the airport is only part of the journey – enable an environment where parking, car rental, shopping, and other airport processes feel unified.

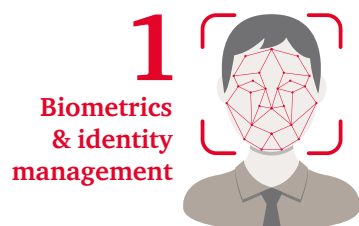


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# Smart Identity - what is it all about?

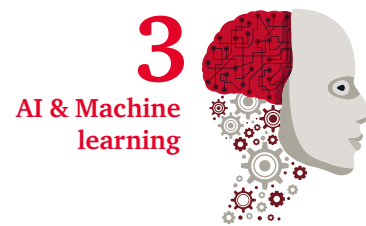
Smart Identity is enabled by unlocking the power of **three key technologies**:



Instantly know who your traveller is, with certainty



Automate low added-value tasks, and respond to situations when they occur.

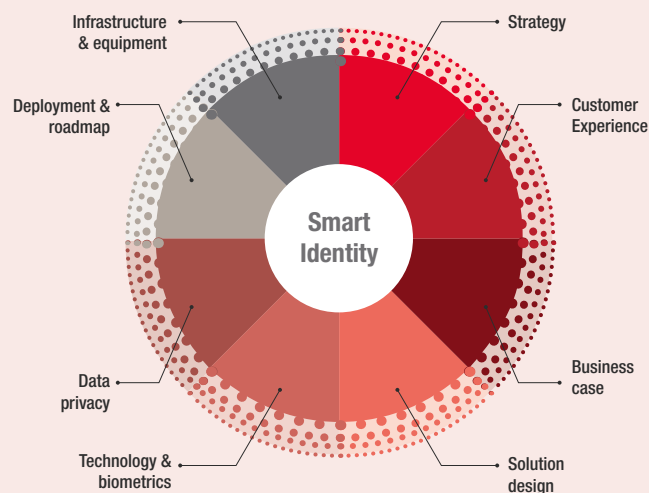


Rapidly learn from past events and continually improve.

## How we can help

We provide a variety of services **from strategy to execution**. We have extensive proven expertise in all the topics required to deliver such projects, as well as successful public-private collaborations worldwide. Examples of assignments we have delivered are the following:

- Strategy and roadmap,
- Feasibility and cost-benefit analysis,
- Digital transformation and customer experience,
- Biometrics and AI,
- Data protection,
- Security, IT systems, Blockchain,
- Support the deployment of the solution.



## Key clients

We work with clients from different sectors and industries such as airlines & airports, transportation, hospitality, banking, public sector, retail and energy.



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