

Top 5 Tips: Mobile Biometric Enrollment & Digital IDs

Using biometrics to identify and process passengers provides a whole new level of speed, convenience and cost savings, both at the airport and beyond. To deliver further value, you can give passengers the ability to enroll their biometrics on their mobile device before they get to the airport. This further enhances digital transformation for carriers, and empowers passengers to control more of their journey. It allows travelers to 'use their face as their boarding pass' from the moment they enter the airport, without needing to stop at kiosks or agent desks. This is truly the future of air travel – and it's more of a game-changer than the mobile boarding pass was a decade ago.

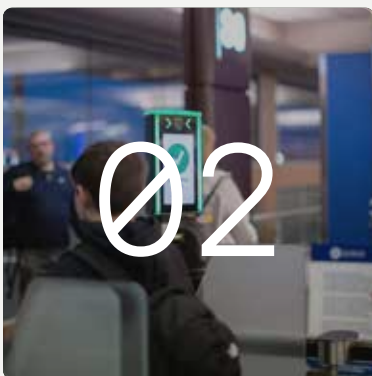
So when you're committed to biometrics in the airport, what should you consider if you're also planning to enable cutting-edge mobile capabilities?



Secure, privacy-first, and globally scalable

Look for a solution that's trustworthy and compliant with regulations.

You need a secure, scalable solution that allows connectivity from passengers' mobile devices anywhere in the world as biometrics are adopted globally. A persistent, re-usable self-sovereign Digital ID, including biometrics and authenticated travel documentation, should be generated, with that trusted ID data bound to a travel record, like a boarding pass. Passenger privacy is respected and ensured with the highest grades of encryption, adherence to 'privacy-by-design' principles, and transparency about how biometric data is used, and then securely deleted. The solution should adhere to any country-level regulatory requirements that may be in place.



Mobile enrollment that boosts efficient throughput

Reduced processing times at every touchpoint in the airport.

Passengers that have performed mobile enrollment for biometrics don't need to stop at a kiosk or agent desk on arrival at the airport. This is the logical evolution of the game-changing mobile boarding pass introduced a decade ago. Now, their phone can stay in their pocket, as a passenger's 'face is their boarding pass and their ID document' before they even leave home. From the door of the airport to the door of the aircraft, everything is fast and seamless, wherever biometrics enable a touchpoint. That means reduced processing times – at self bag drop, pre-security, lounge access, retail, and boarding. With the right level of government orchestration and technologies engaged, this capability can extend to both inbound and outbound border control as well, using a single secure Digital ID.



Best in class tech that can ‘do it all’

A spectrum of capabilities right-sized for requirements, today and tomorrow.

Biometrically enabled Digital IDs can be applied to a broad range of use cases, each of which can have their own baseline requirements for security levels. At one end, there are simple, low-risk use cases like entering a lounge or parking garage. At the other end are more critical, higher-risk use cases like crossing a border. While all the technologies available to assure and verify identities are extremely accurate and secure, the final decimal points of accuracy and assured veracity matter, for obvious reasons. You need a vendor that understands the entire range of processes, technologies and identity proofing – from garage to border. A vendor that can provide solutions tailored to your requirements cost-effectively, with the ability to reduce costs by leveraging government-led Digital ID initiatives.



Open compatibility on two fronts: ready for the future

Flexible and interoperable solutions are the way forward.

Two distinct capabilities make mobile enrollment for biometrics possible. First, being able to issue and submit a credential from a mobile phone. And second, at the airport, being able to receive trusted enrollments submitted by passengers, and place them in a day-of-travel gallery. Current standards, like ICAO's Digital Travel Credential (DTC) exist already, with others, like IATA's One ID, on the way. It's important to work with providers not only committed to (and guiding) these emerging standards, but who have strong capabilities on both fronts. Providers able to issue trusted, verifiable digital IDs. And also able to accept them as well, including from any trusted mobile app, not just their own, via secure routing and at-airport API addressability.



Improved passenger experience and commercial outcomes

A stress-free, no-queue journey through the airport.

Ultimately, it all boils down to the passengers; ever-growing numbers of mobile-savvy travelers are keen to embrace new tools that make their lives easier. And for those travelers, anything that can eliminate the need to stand in a queue is a winning proposition. With mobile enrollment, passengers can supply their passport data at home. They can do this either from a passport, via a visual and RFID chip-scan, or potentially derived from a verifiable government-issued digital ID. And as airports are well-aware, every minute a passenger is in a queue is a minute they're not able to shop, dine, or enjoy airport amenities. Mobile biometric enrollment off-airport is a solution that benefits all stakeholders in the journey: travelers, airlines, airports, and governments.

Talk to SITA about mobile enrollment:

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