

## Top 5 Tips: Biometrics

Biometrics have become a daily part of life, in use on mobile phones and more. In airports, biometrics deliver a unique opportunity to make the passenger journey touchless and frictionless. Biometrically enabled travel speeds up the passenger journey, enhances the passenger experience, improves operational efficiencies, and offers new opportunities for non-aeronautical revenue.

This is widely recognized, and a strong focus for airport and airline IT investments. By 2026<sup>1</sup>, over 50% of airports plan to implement biometrics at check-in and bag drop and 70% of airlines expect to have biometric ID management in place.

**So what should you look for, when choosing a biometrics solution?**



### End-to-end capabilities, around the world

**You want a trusted, reliable partner, with exceptional experience of biometrics implementations in airports.**

End-to-end biometrically enabled travel is simple and effective when it works across all touch points, delivering intuitive and seamless operations. But it can be complicated to implement with full integration with all the other touch points. So you need to find a supplier that understands the issues, with strong experience at airports large and small. A supplier that can work with all stakeholders across the airport, from airlines to ground handlers to border authorities. And a supplier that can deliver according to your needs – whether that's from the cloud, or on-premise.

You also need to think about the ability to integrate with other systems. Can your supplier work equally well with government biometric databases or commercial entities, to give you the most effective solution?.



### Speed and accuracy of biometric matching

**Keeping the transaction time at each touch point to a minimum – without compromising quality.**

The speed and accuracy of biometric capture and matching are crucial when it comes to improving passenger flow. Not only do you need to keep transaction times as short as possible, but you also want to minimize manual passenger rescanning or processing due to a poor quality solution. Ideally, you should be looking at typical transaction times of under one second. Check the NIST results for any biometric solution you're looking at – NIST is the globally recognized independent body which assesses the relative performance of biometric technology providers and publishes vital performance benchmarks for the industry.



## It's not just about the technology

**Getting the operational aspects right is just as important.**

Your colleagues need to find your biometric solutions intuitive and easy to use and manage. Whether at check-in, lounge access, security or boarding, biometric systems should require minimal staff intervention, and full integration with other touch points along the way. So you need a partner with knowledge and experience of how to work with multiple stakeholders, and with proven capabilities in delivery and operation.



## Improve the passenger experience

**Investing for scalability and cost-efficiency.**

The real measure of a successful biometric solution is how much easier it makes things for passengers at each step of their journey. You want to see queues reduced or disappear altogether, freeing up space for more shopping and dining opportunities. Passengers expect biometrics to be useful in their daily lives, and that should include the departure and arrival journey, end-to-end, throughout the airport.

That means leveraging common industry standards to minimize the time needed to get up and running (and then keep it running). It also means that solutions need to be flexible enough to be compatible with multiple systems. Your partner should be able to easily integrate common-use infrastructure with each airline's own systems, driving scalability and cost-efficiencies. So that way biometric touch points can be quickly plugged in and used, delivering the same experience to all airport passengers, no matter who they're flying with.



## Take advantage of existing infrastructure

**Adapting what you already have to biometrics without duplicating investments already made.**

In today's challenging air transport operating environment, most airports and airlines are keen to keep new infrastructure investments to a minimum. Existing common-use infrastructure, such as check-in kiosks, boarding gates and other touch points, can be adapted or converted for biometric use. This can be done relatively simply, by the addition of minimal hardware such as facepods, for example, to transform them into fully-automated, biometric, checkpoints.

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