SITA Smart Path

Self-service digital biometric ID management solution

SITA Smart Path is the ATI's most comprehensive whole-journey identity management solution, fully automating the passenger journey from check-in to boarding. Using a biometric digital travel ID, passengers can use their face as their boarding pass at every touchpoint.. Mobile enabled with SITA Flex and our proven common use systems, it provides a low-touch, seamless, secure and cost-effective customer experience. It is quick to install and simple to use, with full-service IT support, whether self-service or agent assisted.

ISSUES

The key audiences of airports, airlines and governments are looking for cost-effective, efficient solutions to increase security and improve operations.

Airports:
- Need to promote a low touch environment to passengers
- High operational costs with slow throughput of passengers
- Want to improve retail revenue

Airlines:
- Need to eliminate redundant document checks
- Faced with demand to automatize self-service operations
- Need ways to offer more personalized services

Government:
- Require verification of passengers early in the process
- Need simpler ways to meet legal and regulation requirements (CBP Entry/Exit program or GDPR)

SOLUTION

SITA Smart Path uses digital biometric ID management technology to automate the travel journey, from secure check-in to on-time boarding supporting a low-touch environment.

Using SITA Flex, it enables passengers and the workforce to interact with all airport touchpoints via their mobile devices. It's easily integrated into existing airport infrastructure and airline systems to provide a seamless, secure and cost-effective customer experience. This includes standard common use systems, check-in kiosks, bag drop units, gates for secure access, boarding and automated border control.

With just a quick scan of the face, typically five seconds or less, passengers easily validate their identity along their entire journey. There's no need to show their passports or boarding passes with minimal need to touch any airport devices.

BENEFITS

- Enables passengers to use their own mobile devices, for example to print bag tags without the need to touch the kiosk or bag drop
- Improves security oversight, speeds up passenger processing and reduces the resources needed to manage the passenger journey
- Enhances the passenger experience by giving them more choice and control of their journey
- The certainty of data allows resources to be directed toward high risk passengers
- Enables a digital biometric travel ID facilitating the whole passenger journey
- Authenticates passenger documentation early in the process, allowing border agents to focus solely on threats to national security
- Modular and easy to integrate into existing airport infrastructure
- Simple to plug and play with existing systems, making it efficient and cost-effective
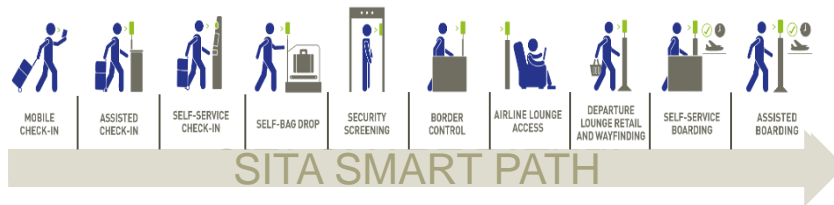
RESULTS

Over 99%
facial scan match rate

90%
passenger opt-in rate

Boards up to 240 passengers in
10 minutes

SITA
AT AIRPORTS

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How does it work?

SITA SMART PATH

MOBILE CHECK-IN · ASSISTED CHECK-IN · SELF-SERVICE CHECK-IN · SELF-BAG DROP · SECURITY SCREENING · BORDER CONTROL · AIRLINE LOUNGE ACCESS · DEPARTURE LOUNGE RETAIL AND WAYFINDING · SELF-SERVICE BOARDING · ASSISTED BOARDING

SOLUTION COMPONENTS

• CUSS kiosks or mobile app solution **with fast, secure biometric enrollment**/registration capabilities

• **Self bag drops units**, retrofit or new-fit

• Single or double door gates for **self-boarding, access control to secure areas and automated border control**

• **A single platform** capable of an integrated approach to common use terminal equipment (CUTE), common use passenger processing systems (CUPPS) and common use self-service (CUSS) kiosks, bag drop and gates

• Background **identity management system** captures passenger data and links it to their biometric identity

CUSTOMER TESTIMONIALS

HAMAD INTERNATIONAL AIRPORT: Badr Mohammed Al Meer, CEO, said: "HIA's efforts towards innovation and its strategic alliances with key partners such as SITA, all contribute towards its 'Smart Airport' vision that was officially launched in May 2016.

Our aim is to empower our passengers to experience a seamless journey at their own pace, all the while keeping them informed about what matters to them most. "The use of biometrics as the only verification required at each passenger touch point along the airport journey will go a long way in improving the flow of passengers, providing a better travel experience as well as greater operational visibility for the stakeholders. We believe that such joint efforts will contribute to digital transformations across the air transport industry."

ORLANDO AIRPORT: SITA worked with GOAA, British Airways and CBP to incorporate the U.S. biometric departure check for British Airways' customers.

John Newsome, Chief Information Officer, GOAA, said: "Our decision to implement biometric exit checks across the whole airport follows a hugely successful live trial. The innovative boarding process we tested is really popular with passengers. They simply look at the camera and within seconds the gate opens, and they can board the flight. It is easy, fast and most importantly, secure. The solution works on common use boarding gates and can be easily used by the many international airlines that we serve at MCO."

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