

# International Travel with Aruba Happy One Pass and IATA One ID

A woman with dark hair, wearing a black jacket over a striped shirt, is looking down at a smartphone in her hands. The background is a blurred blue-lit interior. A large, semi-transparent blue 'SITA' logo is overlaid on the left side of the image.

**SITA**



**indicio**



**DELTA**



October 31, 2024

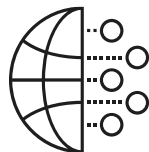
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# About SITA

SITA's footprint and experience make us the ideal partner for bringing airlines, borders, and airports together on the Digital Travel journey. We're 100% dedicated to the air travel industry. We've successfully met the industry's IT needs for 75 years. Today, we continue to provide easy, hassle-free and secure travel.



**We combine our unique experience with a truly global scale and hands-on local support.**

Our presence in over 120 countries and 1,000 airports worldwide is unmatched, with over 70 governments and all G20 nations.

Our local teams are always ready to provide hands-on support, with more than 1,750 service staff on the ground.



## ● Top locations

Atlanta  
Miami  
New York  
San Francisco  
Boston

Montreal  
London  
Geneva  
Frankfurt  
Prague

Paris  
Rome  
Amman  
Beirut  
Johannesburg

Dubai  
Abu Dhabi  
Mumbai  
Bangalore  
Delhi

Bangkok  
Singapore  
Sydney  
Beijing  
Shanghai

● Sites with  
1-30 employees

● Sites with  
+30 employees

**75+**

Years providing  
easy air travel

**100%**

Dedicated to the  
air travel industry

**120+**

Countries with a  
SITA presence

**1,000+**

Airport  
customers

**5,000+**

Biometric  
touchpoints

**70+**

Government  
customers

**1,700+**

Service staff on  
the ground

**42%**

Customer-facing  
staff

# The explosion in the digital identity market

- IATA's prediction that passenger numbers will double from 4 billion in 2019 to 8 billion by 2040.
- SITA's 2023 IT Passenger Survey found that almost 50% of travelers experienced long waiting lines and congestion at airports
- WTTC reports that the travel and tourism sectors contribute to 9.1% of the global GDP

Industries such as retail and banking and countries around the world continue adopting digital identities.

- In 2022, there were already 3.4 billion digital wallet users worldwide, which is expected to grow by 53% by 2026, reaching 5.2 billion users
- Digital wallet transaction values meanwhile reached US\$ 9 trillion in 2023 and are forecast to exceed US\$ 16 trillion by 2028



# Travel of the Future is here today...



The industry wants travel to be smoother, more streamlined, and more secure.

IATA One ID is the way forward...

Travelers want a future to go from anywhere to everywhere without presenting physical travel documents, and to enjoy digital and queue-free travel across land, sea or air, with complete trust that their data is private and secure.

**Decentralized identity and verifiable credentials enable us to do this.**





# The Aruba and Delta Air Lines Story



# The IATA One ID E2E PoC

## 6 weeks = lifetime of experiences

An aggressive timeframe was decided to demonstrate how easy IATA One ID can be introduced. Our principles were:

1. Demonstrate how IATA One ID + ICAO DTC + US CBP TVS can seamlessly co-exist;
2. Do not impact any existing airline or airport IT operations;
3. Leverage existing Aruba Happy One Pass (AHOP) foundation as the Digital Wallet;
4. Biometrically enable as much as possible; and
5. Push the boundaries to tourism stakeholders.

The supported Digital Wallet can be anywhere:  
Airline / Government / 3<sup>rd</sup> party / Platform

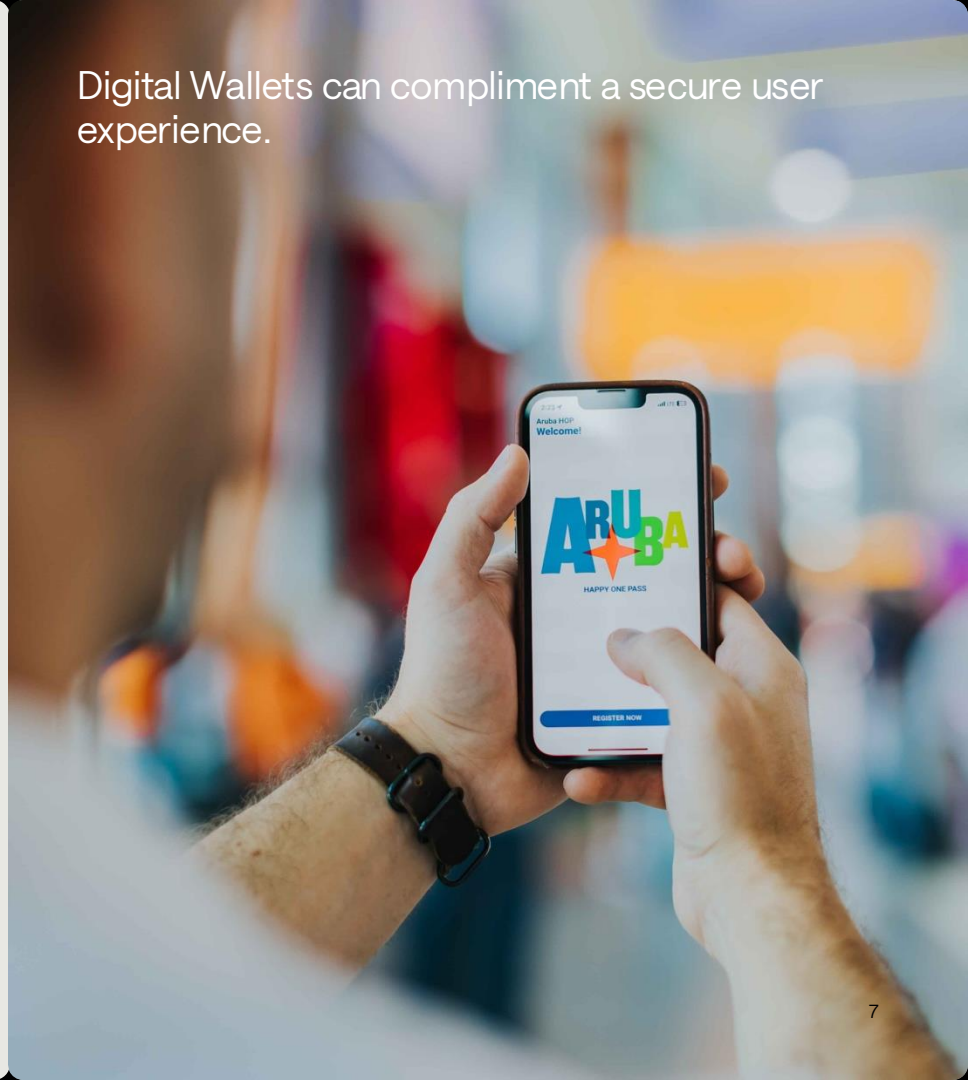




# What we learned






















1. Never underestimate the weather...
2. Technologies are ready...
3. IATA One ID fits well into the traveler ecosystem...
4. There is no right or wrong user experience...
5. Adding new stakeholders can be easy...
6. Willing partners like Delta and Aruba can make it happen...
7. One Step credential issuance is possible...
  - IATA One ID + passport DTC

Digital Wallets can compliment a secure user experience.



# The IATA One ID End-to-End PoC – Aruba and Delta



IATA One ID	-	 	 	-	 	-	 
Passport DTC	 	-	-	-	-	-	-
US CBP TVS	-	-	-	-		-	-
Aruba DTA*	 	 	 	-	 	 	-



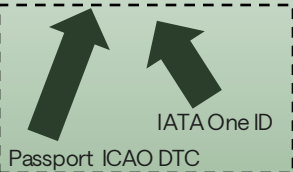
# The Journey Starts at home...

Aruba  
Happy One  
Pass (AHOP)



Delta Air  
Lines

One Step

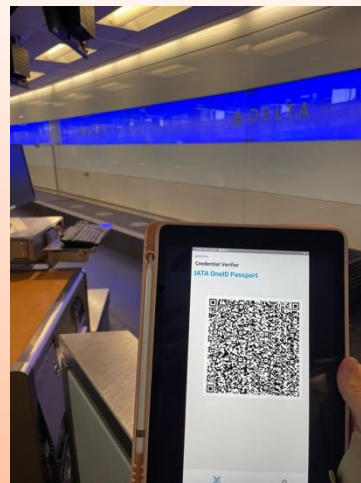


Aruba EDCard

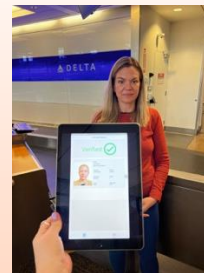


Off Airport

# Simplified IT Operations at airports



IATA One ID Tablet Verifier  
can be carried or fixed



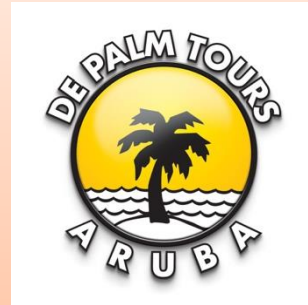
Gallery free biometrics

On Airport

# Our goal is to get you to the beach within 30 minutes of your arrival in Aruba!



- Passengers that provided their DTC can pass through the eGates in under eight seconds without the need to present a passport.
- eGates will use the biometric gallery hosted by the Aruba government.
- AHOP started its pilot trial in Nov 2023 (first in the world) and is scheduled to go live on 15 November 2024.



# Benefit of the Digital Identity...



## Reduced Risk to Fines

Passports, Visas, and other entry documents systematic verification can avoid complex manual checks.



## Improved Passenger Experience

KYI can be now trusted to allow a more seamless experiences.



## Digital Wallets are the Future

Verifiable Credentials are based on robust standards that are proving to meet the needs for travel.



## Privacy, Standards, and Interoperable

Global standards being supported by EU, Canada, Caribbean, Australia... provide a foundation of privacy controls. Consent to share.



## Integrate with Existing Infrastructure

Ensure biometric touch points can connect easily.



**SITA**

Thank you