

**aMADEUS**

# Digital Identity: Benefits and Use Cases

Amadeus Perspective – Passenger  
Experience and Accessibility

Wednesday, 30 October 2024

**Carl Rogers**

Strategy and Business Development  
Amadeus - Airport and Airline Operations

# Simplicity

**What are the current Use Cases?**

**What are the benefits?**

# Digital Identity: Common Airport Use Cases

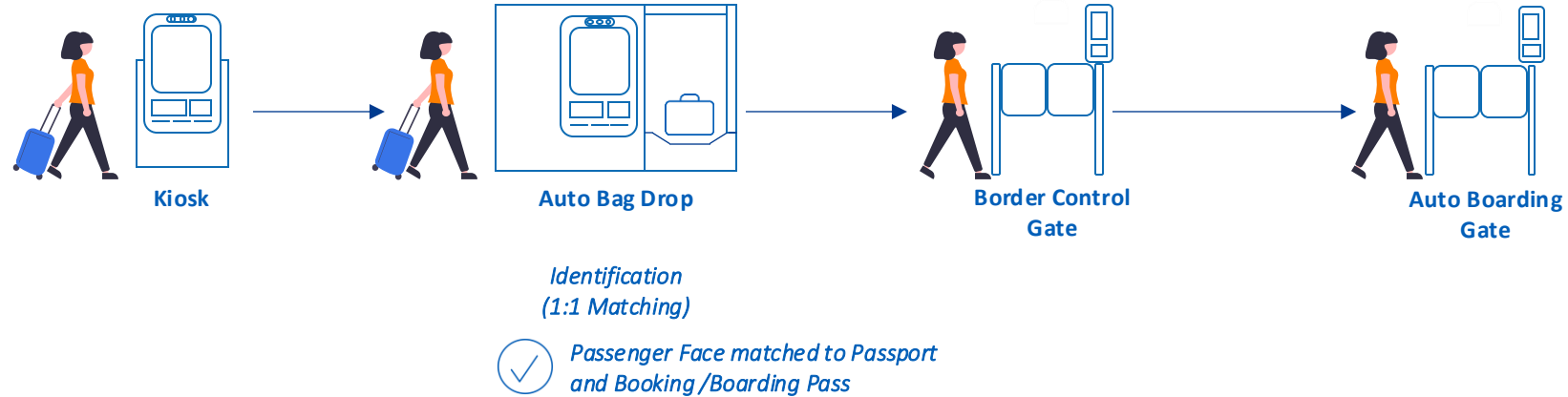
## 1:1 Biometrics at Auto Bag Drop

### Airline Perspective:

- Automation of AAA Check
- Improved Accuracy
- Reduce Risk
- Passenger in Control

### Airport Perspective:

- Simplified Passenger Flow
- Share Infrastructure across Airlines
- Increased dwell time at ABD





# No Passenger Corraling



# Digital Identity: Common Airport Use Cases

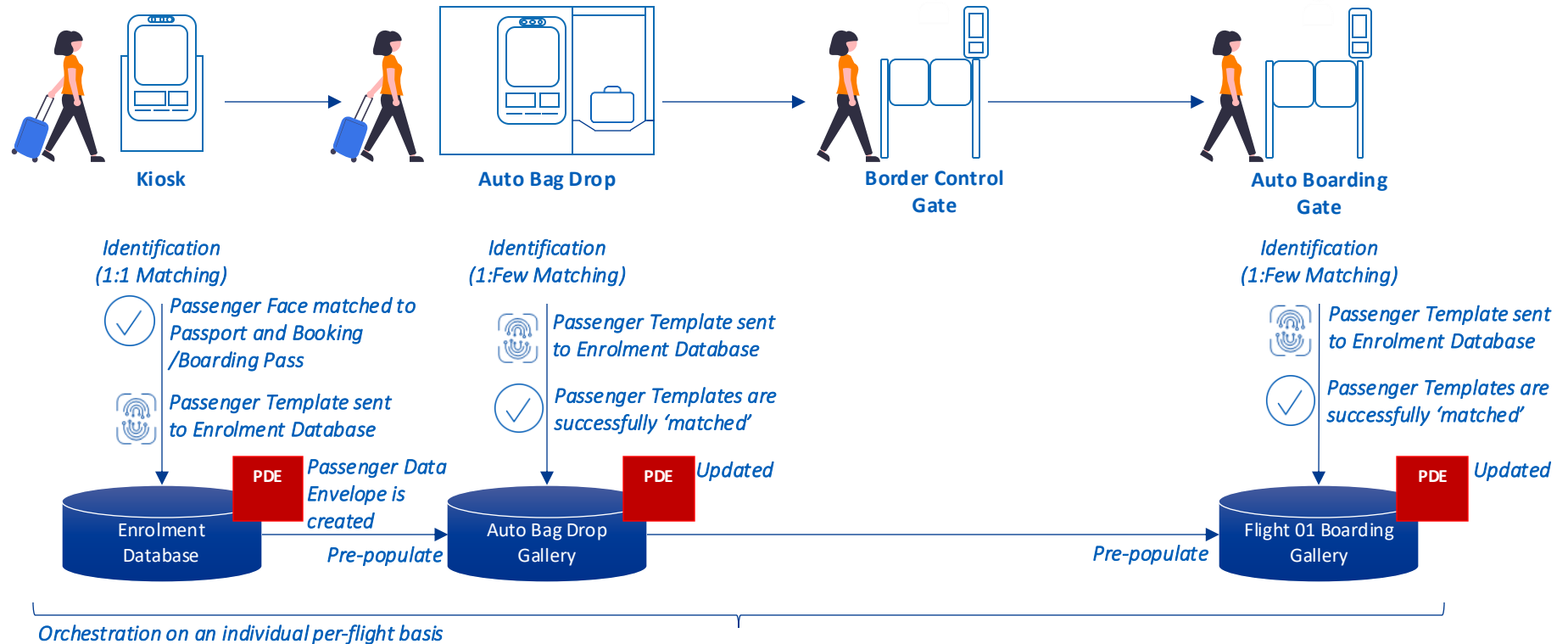
## Biometric Enrolment: Airport Identity Management Platform

### Airline Perspective:

- Automation of AAA Check
- Improved Accuracy
- Reduce Risk
- Passenger in Control
- No change to Kiosk App
- Seamless Journey across other airport touchpoints

### Airport Perspective:

- Simplified Passenger Flow
- Share Infrastructure across Airlines
- Increased dwell time at Kiosk (preferable to ABD)
- Reduced transaction time at ABD
- Improved flow at Boarding Gate





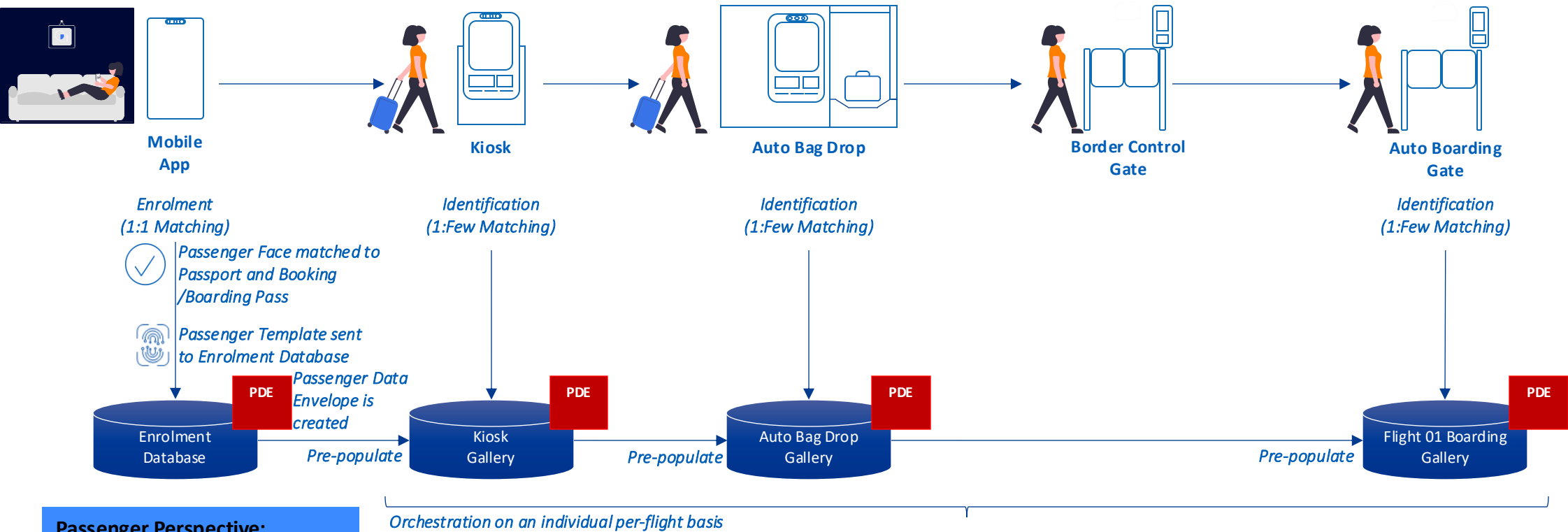


Biometric Camera Module

# Biometrics Embedded in Existing Workflow

# Digital Identity: Common Airport Use Cases

## Off-Airport Biometric Enrolment



**Passenger Perspective:**

- Passenger in control of service – time to read and consent
- Automation of Passport & Visa Checks
- Reduced Anxiety

**Airline Perspective:**

- Reduced onsite services
- More time for service delivery vs processing

**Airport Perspective:**

- Reduced time at kiosk when combined with Auto Bag Tag printing





# Amadeus Travel Ready



## Travel Documents verification

- Passport
- Visa



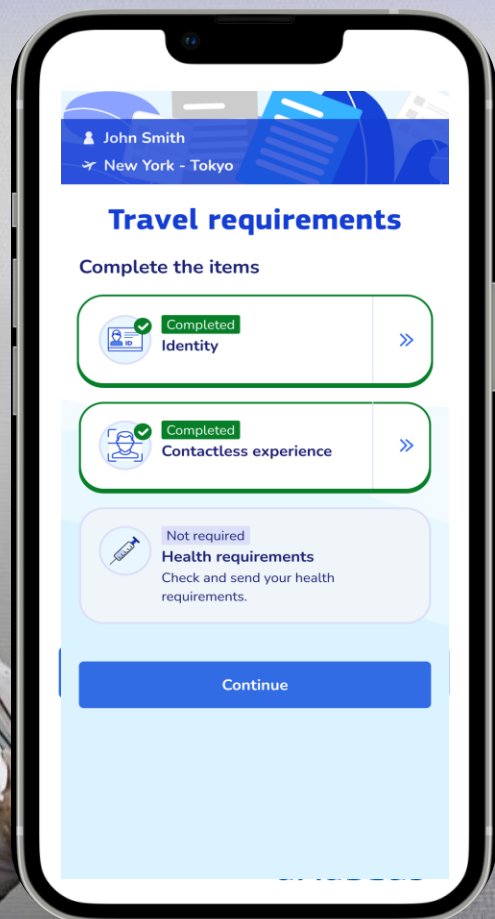
## Health Documents verification

- Vaccine certificate
- Test results
- Others: PLF, ...



## Biometric enrolment

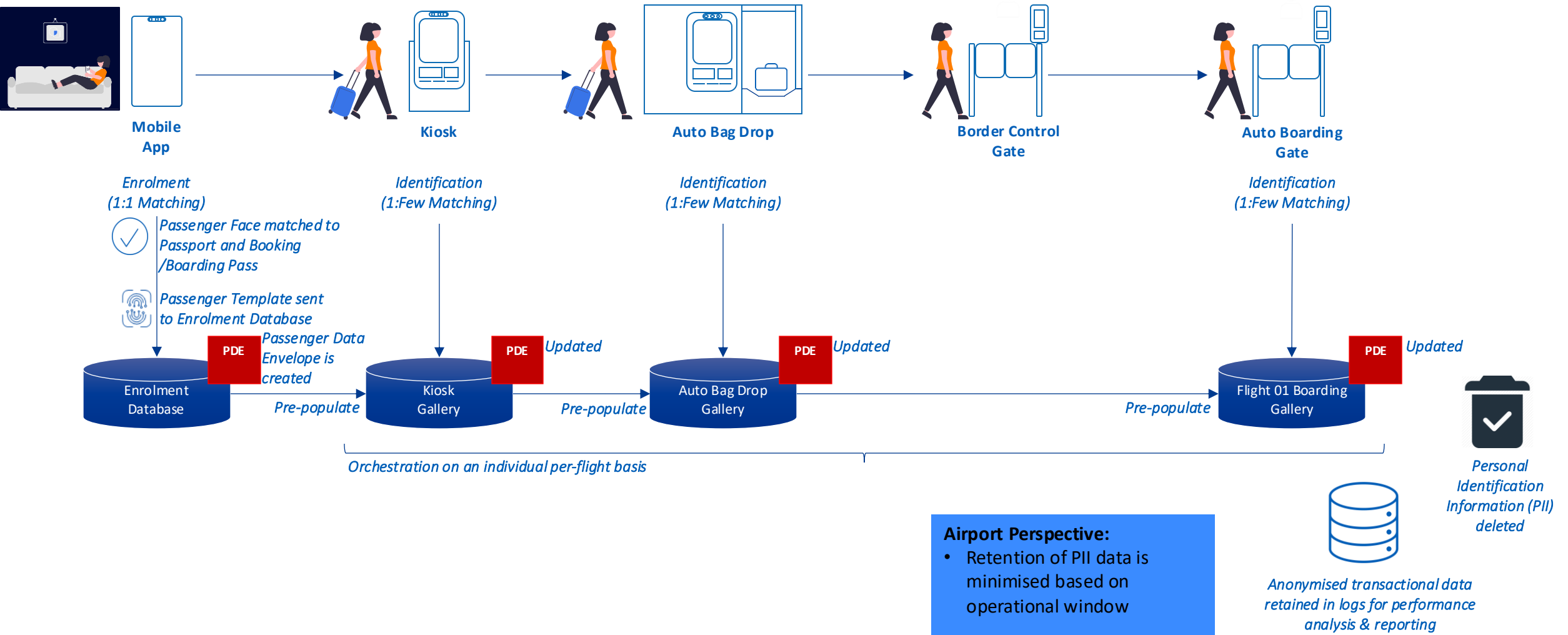
- Biometric profile (selfie)





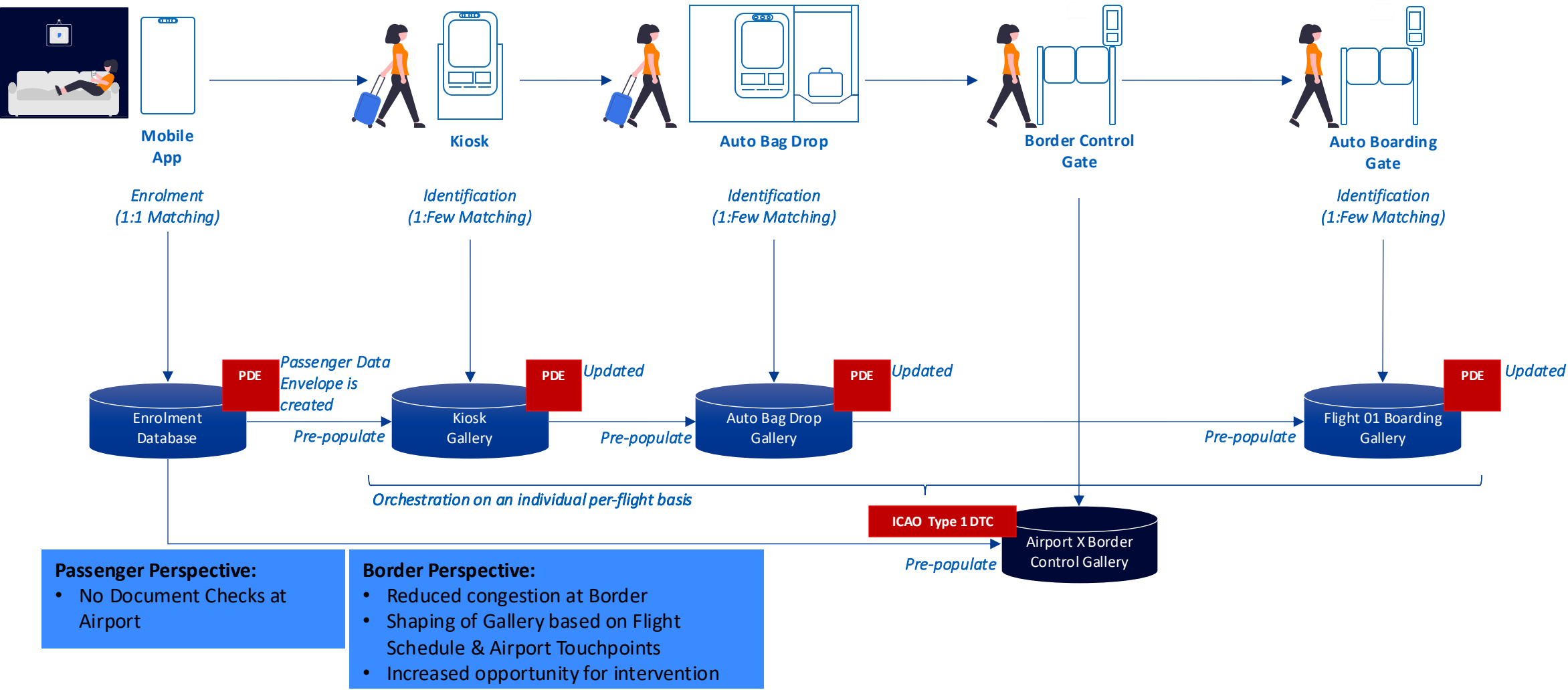
# Digital Identity: Common Airport Use Cases

## Retention of PII Data



# Digital Identity: Common Airport Use Cases

## Departure Border Control Integration





# Moving towards lighter/faster border control touchpoints

Reduced requirement for Passport Scanning at Border



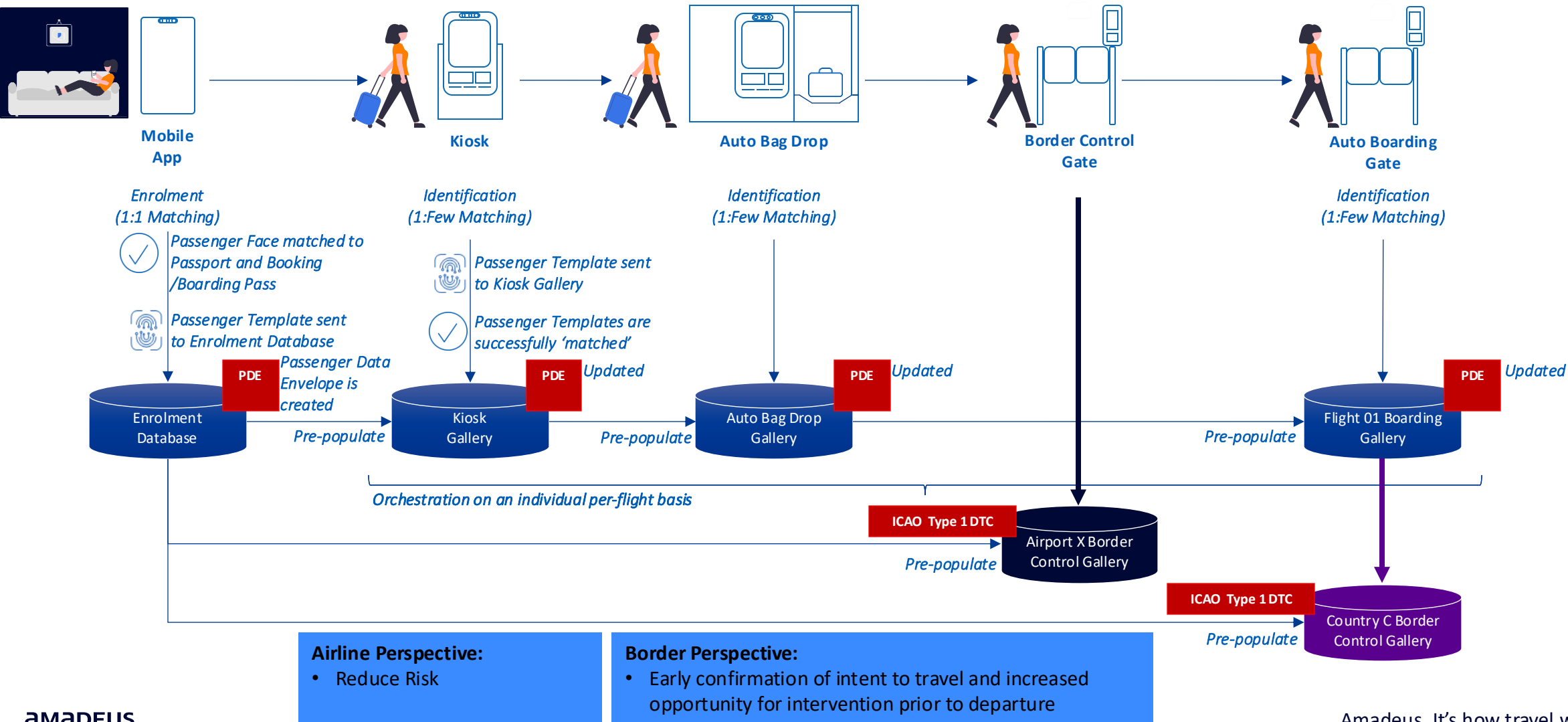
Vision Box GT10 eGates currently operational for all ABF exit processing in Australian Airports



Vision Box GT11 eGates currently under trial at Sydney Airport

# Digital Identity: Common Airport Use Cases

## Destination Border Control Integration





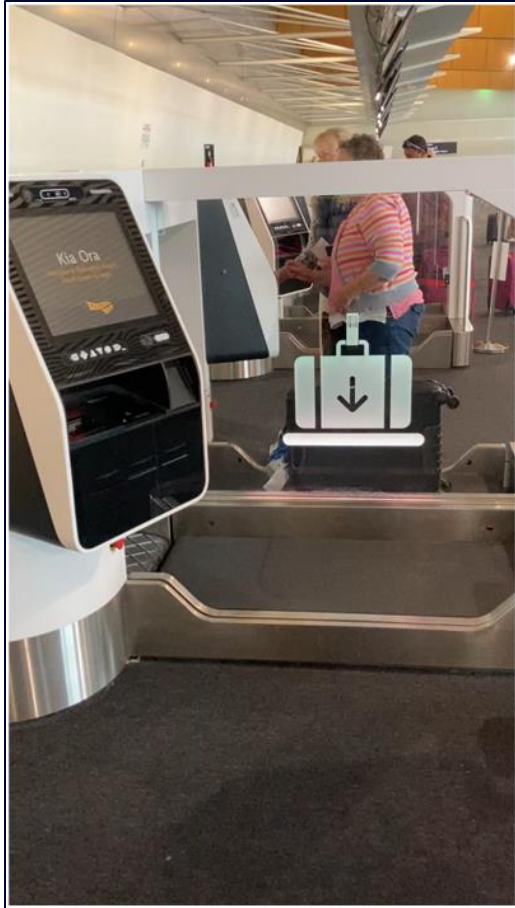


**Early intervention if 'not ok to fly'**



# Passenger Experience Examples

Seeing is believing...



[https://www.linkedin.com/posts/carlogers\\_biometrics-passengerexperience-airports-activity-7033891791653269504-UlBB/](https://www.linkedin.com/posts/carlogers_biometrics-passengerexperience-airports-activity-7033891791653269504-UlBB/)



[https://www.linkedin.com/posts/carlogers\\_biometrics-oneid-airline-activity-6984062339239047168-wy-6/](https://www.linkedin.com/posts/carlogers_biometrics-oneid-airline-activity-6984062339239047168-wy-6/)

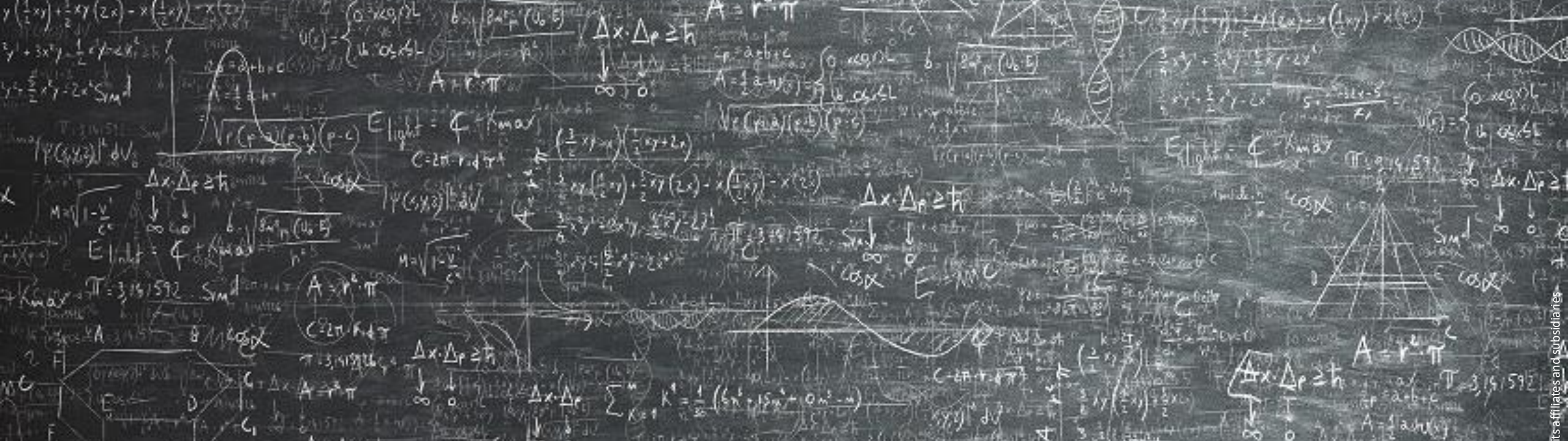


[https://www.linkedin.com/posts/carlogers\\_biometrics-passengerexperience-airline-activity-6984059066650140672-S2g5/](https://www.linkedin.com/posts/carlogers_biometrics-passengerexperience-airline-activity-6984059066650140672-S2g5/)



[https://www.linkedin.com/posts/carlogers\\_biometrics-airline-airport-activity-6984066149432881152-N3sS/](https://www.linkedin.com/posts/carlogers_biometrics-airline-airport-activity-6984066149432881152-N3sS/)





Simple...



# Personalisation of touchpoint services



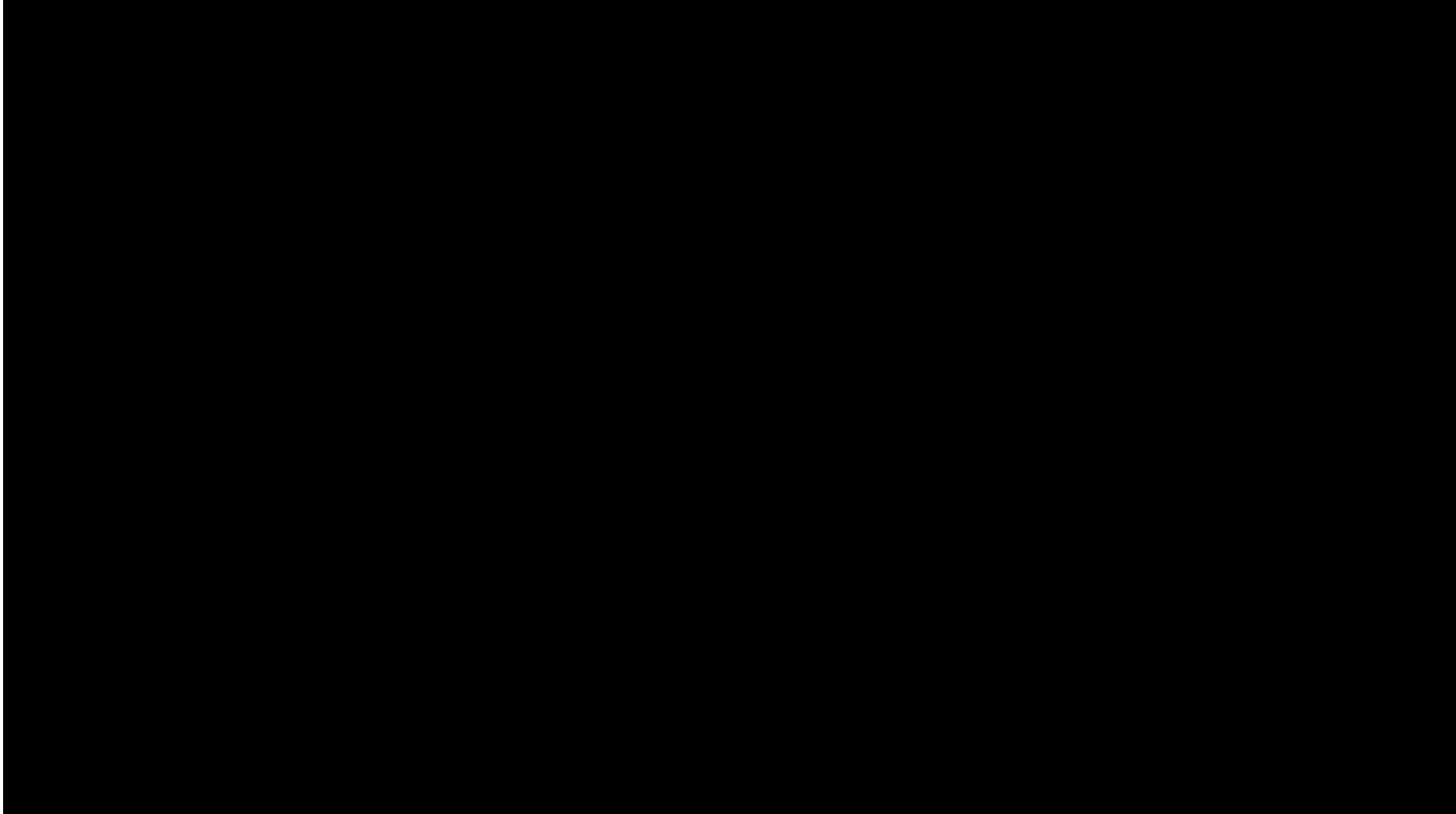
Amadeus. It's how travel works better.



# Benefits for Accessible Travel

# Hybrid Operations are essential

Concurrent Airline Operations on Airport Common Use Equipment





A photograph of a complex railway track system at night. The tracks are illuminated by numerous red and yellow signal lights, creating a dense network of lines and curves. The scene is dark, with the lights providing the primary illumination. The tracks are made of metal rails on a bed of gravel, and the overall atmosphere is industrial and technical.

# Unlock Agility in Airport Self Service CONOPS



**Choose your partner carefully**



amadeus

Thank you