



GLOBAL GUIDELINES FOR SAFE & SEAMLESS TRAVELLER JOURNEY

Technology self-assessment Appendix
Biometrics, Digital Identity and Touchless experiences

WORLD
TRAVEL &
TOURISM
COUNCIL

 OLIVER WYMAN

Technology self-assessment

Technology vendors and capabilities: Through discussions with members and affiliates, WTTC collected a set of technology providers who can support the implementation of the concepts discussed in this paper.

WTTC provides a set of technology providers for consideration of the government and private entities, but inclusion does not represent an endorsement. It is recommended that any party interested conduct further due diligence to understand which vendor is best suited to the needs of that party.

Additional vendors may be available and not included at this time. We asked the following technology companies to self-assess against the technology requirements outlined. Below are their responses.



Founded: 1989
Headquarters: Dublin, Ireland

Web: accenture.com
Contact: Christine.c.leong@accenture.com

Platform(s):

Accenture World ID Travel (previously Digital Identity for Travel)

Target users:

Governments, Airlines, Airports and Travel Providers

Requirements:

Platform readiness	Yes	Data privacy & security	Yes
Establish & authenticate identity	Yes (mobile & on-site)	Speed & usability	Yes
Data management and operational flexibility	Yes (centralized & decentralized)	Enable touchless	Yes (aviation)
Health certificate and self-declarations	Yes	Auditing capabilities	Yes

Initiative example:

Accenture was WEF’s partner in defining KTDI, decentralized identity proof of concept. Accenture, using open-source Hyperledger Indy, built a decentralized identity solution that enables holders (travellers) to receive standards-based verifiable credentials from multiple issuers (governments, airlines, etc.) and selectively disclose identity information to verifiers (governments, airlines, etc.) that request specific information for a specified purpose.



Founded: 2010
Headquarters: Arlington, VA

Web: airsidemobile.com
Contact: Jessica.patel@airsidemobile.com

Platform(s):

Airside App, AirsideX, Mobile Passport

Target users:

Travellers looking for a privacy-based digital identity; Travel Companies that need biometric solutions or to confirm COVID test results

Requirements:

Platform readiness	Yes	Data privacy & security	Yes
Establish & authenticate identity	Yes (mobile)	Speed & usability	Yes
Data management and operational flexibility	Yes (decentralized)	Enable touchless	Yes
Health certificate and self-declarations	Yes	Auditing capabilities	Yes

Initiative example:

With American Airlines, Airside is piloting airport check-in and luggage drop at DFW and DCA. Using Airside’s app, passengers upload their passport or driving licence, adding a photo of themselves and giving consent for their mobile ID to be shared and used on the day of travel.

www.nfcw.com/2020/11/02/368994/american-airlines-pilots-mobile-digital-identity-system



Founded: 2010
Headquarters: New York

Web: clearme.com
Contact: Mitch.nadler@clearme.com

Platform(s):

CLEAR, CLEAR for Sports, Health Pass by CLEAR, CLEAR Pass Mobile Passport Control, Home-to-Gate

Target users:

Travellers, Airlines, Airport Operators and Employees, Travel- and Hospitality-related Businesses, Sports Business and Venue Operators

Requirements:

Platform readiness	Yes - Available and in-use today by Airlines (Delta, United), Airports (36 U.S. Airports), Sports Venue Operators (25+ stadiums and arenas, the NHL, MLB, NBA), Hotels (MGM Resorts), Restaurants (Union Square Hospitality, others)	Data privacy & security	Yes
Establish & authenticate identity	Yes (mobile and onsite)	Speed & usability	Yes
Data management and operational flexibility	Yes (centralized)	Enable touchless	Yes - airlines, airports, sports, hotels / hospitality
Health certificate and self-declarations	Yes (health certificate only)	Auditing capabilities	Yes

Initiative example:

Health Pass partnerships with NHL for Stanley Cup Playoffs, NFL Teams (www.seahawks.com/news/seattle-seahawks-and-clear-announce-partnership-to-create-safer-return-to-football), MGM Resorts (www.prnewswire.com/news-releases/mgm-resorts-international-announces-comprehensive-health-and-safety-plan-for-meetings-and-conventions-301140240.html),



Critical Insights – Consultancy provides NEC Corporation strategic alliance and business development services.

Founded: 1899
Headquarters: Tokyo, Japan

Web: nec.com/aviation
nec.com/en/global/solutions/safety/aviation
Contact: Mick.oc@critical-insights.co.uk

Platform(s):

NEC I:Delight Platform

Target users:

Airlines, airports and relevant governments (+ enterprise customers such as hotels, car rental agencies, theme parks, gaming establishments, cruise lines, etc.)

Requirements:

Platform readiness	Yes	Data privacy & security	Yes
Establish & authenticate identity	Yes (mobile)	Speed & usability	Yes
Data management and operational flexibility	Yes (centralized and decentralized)	Enable touchless	Yes (aviation)
Health certificate and self-declarations	Yes	Auditing capabilities	Yes

Initiative example:

Led by Star Alliance with NEC I:Delight, with Lufthansa Group as the initial airline, created a one-time consent-based enrolment via the airline app, using the face as a seamless identity from airport to airport, airline to airline, for enhanced hygiene, security operational efficiency and passenger experience.

Hawaii ‘Alohapass’; Delta + TVS; Japan – Narita airport immigration services and the 2021 Olympics; Singapore – with their ICA for face, iris and fingerprint automated contactless immigration services; Argentina – with their DNM immigration agency.



Founded: 1945
Headquarters: Montreal, Canada

Web: iata.org/en/publications/travel-pass
Contact: IATATavelPass@iata.org

Platform(s):

IATA Contactless Travel App, IATA Contactless Travel Solution, IATA Travel Pass

Target users:

International travellers, Airlines, Airports, Border Control Authorities

Requirements:

Platform readiness	Yes (in-pilot)	Data privacy & security	Yes
Establish & authenticate identity	Yes (mobile)	Speed & usability	Yes
Data management and operational flexibility	Yes (decentralized)	Enable touchless	Yes (aviation)
Health certificate and self-declarations	Yes (health certificate)	Auditing capabilities	n/a



Founded: 1911
Headquarters: Armonk, NY

Web: ibm.com
Contact: Greg.land@us.ibm.com

Platform(s):

Cloud, Cognitive, Blockchain, Enterprise Mobile, IBM Travel Platform, IBM Travel Retail, IBM Travel Operations, IBM Travel Maintenance, Cyber Security, Watson Health

Target users:

Airlines, Hospitality, Travel Distribution, Cruise, Car Rental, Immigration, CBP, Security Screening

Requirements:

Platform readiness	Yes	Data privacy & security	Yes
Establish & authenticate identity	Yes (mobile and onsite)	Speed & usability	Yes
Data management and operational flexibility	Yes (centralized and decentralized)	Enable touchless	Yes (multi-sector)
Health certificate and self-declarations	Yes (health certificate only)	Auditing capabilities	Yes

Initiative example:

IBM Digital Identity for Blockchain: www.ibm.com/blockchain/solutions/identity

IBM Digital Health Pass: www.ibm.com/products/digital-health-pass

Video Demo for Travel IBM Digital Health Pass: vimeo.com/448967890/e15dabc1db



Founded: 1949
Headquarters: Geneva, Switzerland

Web: sita.aero
Contact: Andy.smith@sita.aero

Platform(s):

Travel Authorisation, API/PNR Gateway, Advance Passenger Processing (APP / iAPI for Denial of Boarding), Aviation Contact Tracing Solutions

Target users:

Immigration, Tourism, Health, Airports, Carriers

Requirements:

Platform readiness	Yes	Data privacy & security	Yes
Establish & authenticate identity	Yes (kiosk & mobile)	Speed & usability	Yes
Data management and operational flexibility	Yes (centralized & decentralised)	Enable touchless	Yes
Health certificate and self-declarations	Yes (self-declaration)	Auditing capabilities	Yes

Initiative example:

Beijing Capital International Airport – SITA Smart Path deployment comprising over 600 biometric devices across multiple checkpoints, including manual check-in, self-service check-in, bag drop, restricted access, security, duty free and boarding. Dallas Fort Worth International – trial of SITA's self-service bag-drop in a pilot program, the first in the US to employ the Traveler Verification System, the US Customs & Border Patrol's biometric entry-exit system. Biometric Boarding and Exit Check at Orlando and Miami.



Founded: 1999
Headquarters: Vancouver, Canada

Web: pressreader.com
Contact: Danielal@pressreader.com

Platform(s):

Access to digital newspapers & magazines from more than 120 countries and in more than 60 different languages – supports the touchless experience.

Target users:

Travel operators in the hospitality, Hotels, aviation, and marine verticals

Requirements:

Platform readiness	Yes	Data privacy & security	Yes
Establish & authenticate identity	No	Speed & usability	Yes
Data management and operational flexibility	Yes	Enable touchless	Yes
Health certificate and self-declarations	No	Auditing capabilities	No

Initiative example:

Travellers access to a digital catalogue of more than 7,000 publications or digitise and upload their own content.



Founded: 2001
Headquarters: Lisbon, Portugal

Web: vision-box.com
Contact: sales@vision-box.com

Platform(s):

vb Orchestra™ – Identity Management Platform and Traveller Flow Management ecosystem and its Software Suite (on-prem, cloud and mobile); Traveller hardware touchpoints – eGates, Kiosks, Totems, IoT Cameras; Biometrics Enrollment and Matching algorithms; Professional Services & Consulting; Life Cycle Managed Services

Target users:

Governments, Airports, Airlines, Hospitality, Major Events, Retail

Requirements:

Platform readiness	Yes	Data privacy & security	Yes
Establish & authenticate identity	Yes (mobile and kiosk)	Speed & usability	Yes
Data management and operational flexibility	Yes (centralized and decentralized)	Enable touchless	Yes
Health certificate and self-declarations	Yes	Auditing capabilities	Yes

Initiative example:

Aruba, Aruba International Airport; The Netherlands, Schiphol Airport; India, Bengaluru Airport; Malaysia, AirAsia; Uruguay, Carrasco Airport; UAE, Emirates at Dubai Airport T3; Finland, The Finnish Border Guards and Helsinki Airport; USA New York, John F. Kennedy Airport / T1.
www.vision-box.com/pressroom/press-releases/aruba-international-airport-inaugurates-extension-of-aruba-happy-flow
www.vision-box.com/pressroom/press-releases/schiphol-airport-facial-recognition-boarding-vision-box-platform
www.vision-box.com/pressroom/press-releases/digi-yatra-seamless-flow-goes-live-at-blr-airport
www.vision-box.com/pressroom/press-releases/vision-box-airasia-touchless-travel-experience
www.easyairport.biz/
www.vision-box.com/pressroom/press-releases/contactless-emirates-dubai-international-airport
www.raja.fi/guidelines/automated_border_control
www.vision-box.com/pressroom/press-releases/new-york-jfk-launch-facial-recognition-boarding-vision-box



Founded: 1998
Headquarters: Ottawa, Canada

Web: worldreach.com
Contact: Gordon.wilson@worldreach.com

Platform(s):

IdentityReach based on the Know Your Traveller (KYT) Platform

Target users:

Government agencies & commercial service providers in travel, tourism, borders, and immigration

Requirements:

Platform readiness	Yes	Data privacy & security	Yes
Establish & authenticate identity	Yes (mobile)	Speed & usability	Yes
Data management and operational flexibility	Yes (centralized)	Enable touchless	Yes
Health certificate and self-declarations	Yes	Auditing capabilities	Yes

Initiative example:

Canada – Chain of Trust (Air) with Canada Border Services Agency: pilot program to facilitate low risk travellers through immigration and border clearance using biometrics. Eurostar Pilot – Seamless Biometric Check-in and Departure: Rail passengers using Eurostar services will be able to take advantage of a facial biometric corridor to enable contactless journeys. United Kingdom – EU Settlement Scheme and Immigration Programs: The Home Office allowed applicants to choose a digital onboarding route to submit an application for Settled Status in the UK following Brexit.

Contact

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STRATEGIC PARTNERS



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