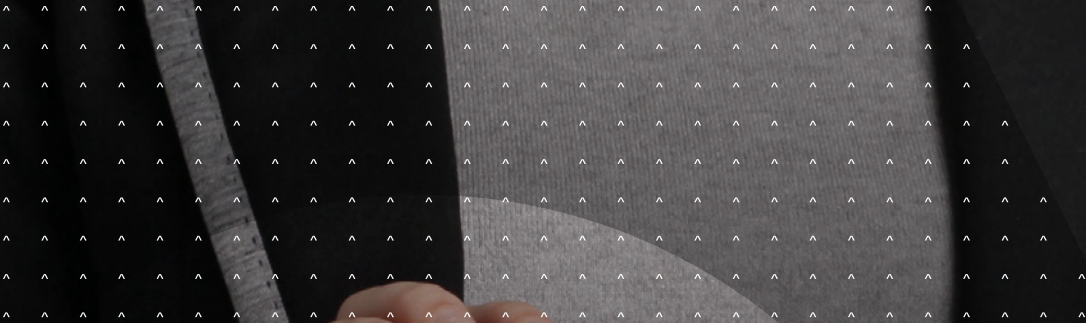THALES

Thales Gemalto
Biometric eService Kiosk
Cost-efficient, convenient and secure eServices for all

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Gemalto eServices Kiosks with face verification give governments and citizens alike a new level of security and self-service convenience. **Easy to use**, it offers **inclusive eServices** to citizens and allows governments to increase and improve the versatility of ID documents use (cards, passports etc).

Efficient eServices for every citizen

eService Kiosks from Thales support a nation's **digitalization** strategy and transform the way public authorities can deliver services that reach the entire population.

Deployed in public areas like government agencies, police stations, post offices, banks or malls, self-service eKiosks give citizen easy and secure access to eServices outside normal office hours. For that, users need no other device than an official identity document.

Government bodies can **reach and better serve all citizens** and provide support particular to those living in remote areas or not having the means or inclination to access eServices from home.

Administrative costs for routine tasks **get slashed** and front desk staff can be reassigned to tasks that require more expertise and bring added benefit. Furthermore, service quality can be improved, queues and wait times reduced and the risk of human error minimized.

More trust with strong user authentication

Gemalto eKiosks bring a **convenient and secure gateway** to many public and private eServices. And they assure that only legitimate users get access to personal services and data:

1. eKiosk will ask users to identify themselves by showing a valid identity card or passport

2. eKiosk can verify the authenticity of the presented document by checking both physical security features and embedded microchip

3. eKiosk assures that the rightful owner of the document is actually present. Authentication based on knowledge (entry of a password or PIN) or biometry can be applied.

Gemalto Biometric eKiosk allows reliable authentication with **fingerprints or face**.

The new face recognition feature is complemented by a highly **user-friendly and fast liveness detection.** This does not require any active user interaction or gestures, but uses **3D face** information to prevent fraudsters from getting access by showing fake user mock-ups.

Confidentiality of personal identity information can be **assured** since the face or fingerprint data temporarily captured by the eKiosk is compared with biometric data stored in the eDocument only, thus not requiring any central database.

Security and ease of use with face recognition

The new Gemalto Biometric eKiosks with face recognition and liveness detection offer a **new level of security and convenience** built on Thales' state-of-the-art identification solutions and biometric expertise.

A simple look into the eKiosk's camera is now all what is needed to assure that only the rightful owner of the document is granted access to services:

- The **3D images** captured by the built-in high-quality stereo camera for **liveness detection** assure that a real person is present.

- For face recognition, Thales' highly reliable and efficient **biometric verification applications** compares the live face image with the citizen's photo stored and sealed in the eDocument during enrolment.

The eKiosk comes with advanced **Thales Gemalto ID Verification Solution** (KYC) that is capable to inspect, image and verify both passports and official identification cards.

- **Physical security features** can be checked to make sure that the document is not forged. Printed data like MRZ or barcodes can be read optically and also a printed portrait photo can be scanned and used for face recognition

- **Digital information** in the embedded microchip of an eDocument can be accessed either by contactless or contact reader integrated in the eKiosk. Thales' verification software supports all the typical protocols and cryptographic methods that protect access to digital data and secure privacy and authenticity. For example, the eKiosk will verify the digital signature of the face image stored in the chip to assure it is still the original one recorded during enrolment.

Thales Gemalto Biometric PIN Application embedded card applications

Thales is the leading supplier of national smartcard solutions. **The Gemalto Multiapp OS** (chip operating system) offers a full array of applications for secure digital identification, authentication and signature.

The new version of the on-board application **Biometric PIN Manager** allows authenticating the card owner through his **face image**, in addition to **fingerprints**. The verification is executed within the card's secure environment, a process called Match-on-Card (MoC).

In combination with Gemalto Biometric eKiosks, this solution offers the highest level of trust for secure authentication and protection of confidential biometric data.

Turnkey solutions from Thales

Gemalto eKiosks are **highly customizable**. Additional peripherals, like among others a dedicated payment terminal, label printer, keypad, microphone, lamplight or CCTV, can be integrated.

The graphical user interface is customizable and multiple languages are supported and can be changed by users.

Depending on your uses cases, existing ecosystem and the capabilities of the issued identity documents, Thales will provide a turnkey eService kiosk package that includes all necessary hardware, applications and connectivity to various Thales web based software solutions and services:

- **Thales Gemalto Post-Issuance Solution** for all card administration tasks

- **Thales Gemalto Digital Service Platform** for multi-channel authentication to eGovernment and private online services

- **Thales Gemalto Document Management System** to manage the complete life cycle of identity documents and provide a front-end for inquiry services

Many eKiosk Self-Service Use Cases

CIVIL REGISTRY:
- Online registrations of births, changes of residency, etc.
- Online requests for various types of civil certificates (birth, marriage, residence,..), instant print-out of confirmations and receipts

DOCUMENT MANAGEMENT:
- Declaration of a lost or stolen card or passport
- Application for ID or passport renewal
- Request and update of digital certificates

eGOVERNMENT SERVICES:
- Log-in to a government portal or to any of the available digital services
- Electronic submission of digitally signed declaration towards various government authorities (tax or custom declarations, vehicle registration, etc.)
- Review of own personal data stored in various registers (health data, criminal record, personal finance)

eHEALTH SERVICES
- Log-in the personal health records
- Update of health insurance data and claims for reimbursement
- Scheduling of visits to health facilities

ePAYMENT
- Log-in to eBanking to initiate fund transfers
- Use of a private debit and credit cards to pay for taxes, fines, utility bills, insurance premiums etc…

CARD ADMINISTRATION
(dependent on card type):
- Card activation, PIN change and unblock
- Certificate loading and renewal
- Update of electronic card information like address, civil status, health insurance, beneficiaries and dependent, driving rights etc.
- Loading and activation of new card applications

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