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Building a future we can all trust

Las Vegas
15:40
Now boarding

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Thales Fly to Gate

A touchless biometric journey
improving passenger experience
and airport efficiency

In recent times, airports have implemented reinforced health and safety controls – measures that can ultimately create obstacles to a smooth passenger journey. In order to keep customers satisfied, while optimizing airport operational efficiency, a seamless experience is crucial.

Thales Fly to Gate solution enables a touchless, fast and easy passenger journey – from check-in (whether at home or at the airport) to boarding. It uses biometric authentication at all touch points, and document verification technologies.

Fly to Gate increases passenger satisfaction by providing an easy, highly intuitive user experience, while reducing queuing time, allowing them to have a more relaxing time at the lounge or in the shopping area before boarding.

Fly to Gate enables as well airports to improve their passenger processing capacities.

A Digital biometric experience

Biometric enrolment made easy:

▌ For greater flexibility, passenger can enrol anywhere using a mobile device, or at the airport using a self-service kiosk or at the check-in counter

Biometric enrolment made secure:

▌ For stronger security, the enrolment process entails identity verification with document verification, selfie check and liveness detection

Privacy:

▌ Passengers are in control of their private data, thanks to a proven digital wallet that stores their Digital Travel Credential (DTC)

▌ Secure Fly to Gate token creation combining passenger travel information and biometric data for the Fly to Gate journey

Powered by Thales leading solutions

▌ Thales Fly to Gate front-end solutions:
  – Fly to Gate kiosk for enrollment
  – Document reader for ID document and boarding pass scanning
  – Mobile ID Verification and Digital Wallet

▌ Thales Fly to Gate Face Pod for passenger enrollment or identification
  – Fast and accurate - supporting remote and local 1:1 and 1:n matching
  – Pre-integrated with leading eGates providers,
  – or standalone for gateless boarding

▌ Thales Fly to Gate powerful back-end platform
  – Independent from airport IT environment - leveraging from Thales deep expertise as airport system integrator

  – Monitoring and configuration by remote capabilities
  – Segregated personal, biometric and flight information - secure by design approach
  – Passenger Analytics and Passenger handling capabilities

▌ Mobile Application to support staff in handling exception

▌ Thales leading (FRP) biometric engine

▌ eGates from leading providers pre-integrated with most common airport back end

▌ Security by design – leveraging from Thales products and deep expertise in cybersecurity

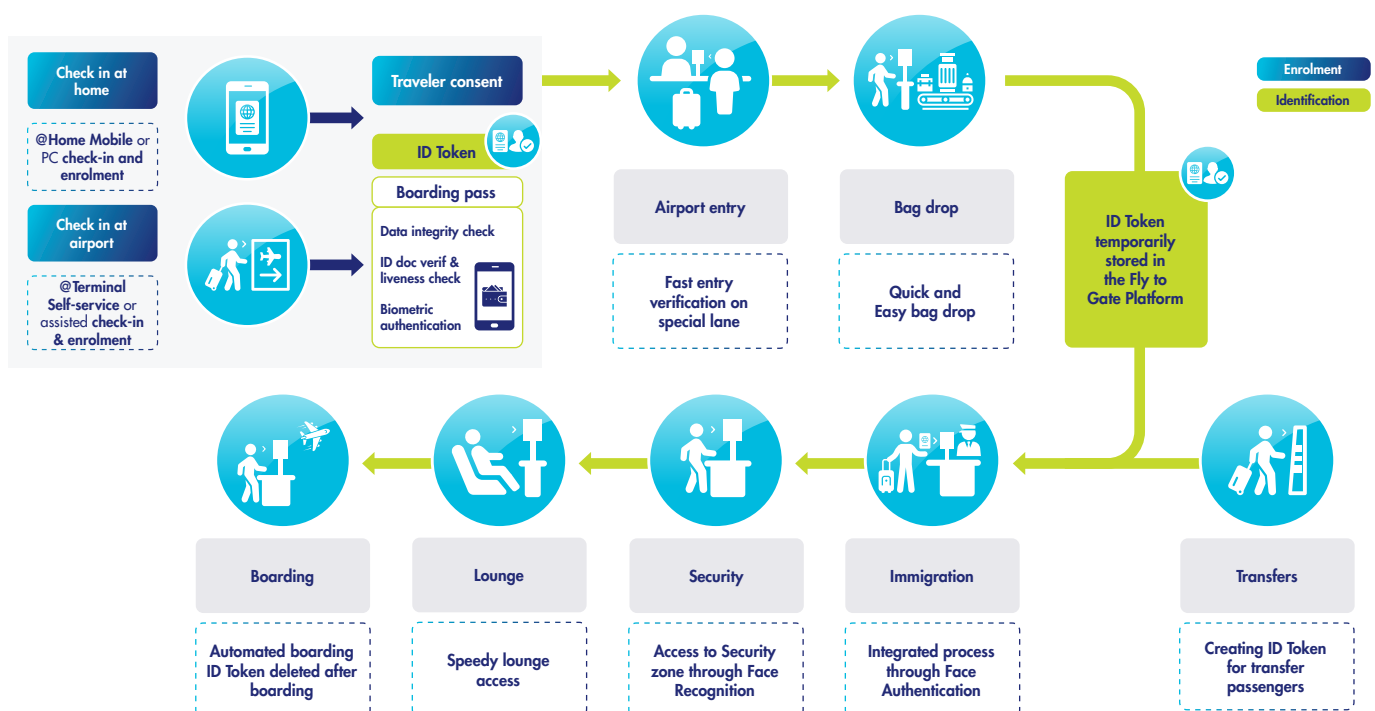▌ End to end solutions fully integrated on airport environment

Fly to Gate **benefits** +

- Best passenger experience: hands free - no ID document or boarding pass to show after enrollment
- Faster passenger processing time
  - On average 2 seconds recognition time at each touch point
  - Boarding time reduced up to 30%
- Better passenger adoption: passenger has full control of their data thanks to Digital Wallet
- Safer for passenger and staff, as it eliminates interactions at touch points

- More secure, using biometrics for traveler authentication and identification
- Increased non-aviation revenue as passenger can spend more time in shops
- Improved airport capacity thanks to better airport touch point utilization
- Optimized operations: airport and airline staff spend more time on value added tasks

Standard **compliancy**

- IATA compliant, CUxx agnostic including support of latest CUWS
- One ID compliant
- GDPR compliant – including passenger consent management and full data encryption

A touchless **passenger journey**

Check in at home

@Home Mobile or PC check-in and enrolment

Check in at airport

@Terminal Self-service or assisted check-in & enrolment

Traveler consent

ID Token

Boarding pass

Data integrity check

ID doc verif & liveness check

Biometric authentication

Airport entry

Fast entry verification on special lane

Bag drop

Quick and Easy bag drop

ID Token temporarily stored in the Fly to Gate Platform

Enrolment

Identification

Boarding

Automated boarding ID Token deleted after boarding

Lounge

Speedy lounge access

Security

Access to Security zone through Face Recognition

Immigration

Integrated process through Face Authentication

Transfers

Creating ID Token for transfer passengers

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