Welcome to
smarter guest registration
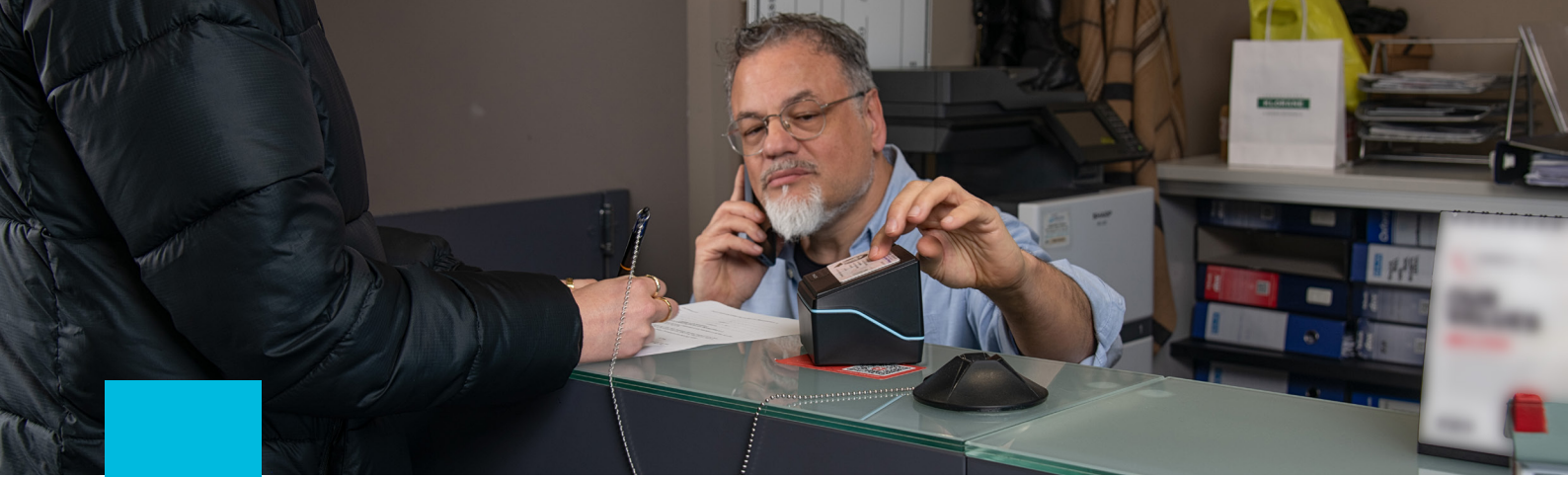
Welcome to smarter guest registration

A new generation of ID document readers and fingerprint scanners provides compelling opportunities for the hospitality sector to combine a warmer welcome for guests with greater speed, accuracy and efficiency.

EXECUTIVE SUMMARY

Guest registration is vital across a diverse range of hospitality environments. However, the latest demands of the sector are outpacing traditional paper-based systems and older legacy technologies. Bottlenecks and delays for guests, as well as errors in data capture, are a growing problem. In response, a new generation of automated identity document readers and biometric scanners is transforming the customer experience, while improving business efficiency and ensuring rigorous compliance with privacy regulations. These solutions, which build on successful applications in high throughput environments such as passenger terminals, are ideally adapted for hospitality venues. Key characteristics include fast and intuitive operation, effortless integration with existing systems, and the ability to recognise a comprehensive array of physical and digital identity documents.

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1 First impressions count – the importance of registration in the hospitality sector

Guest registration is an essential process throughout the hospitality sector. Typically, check-in is the very first customer touchpoint. As a result, it has a significant impact on the overall experience. Getting it right is a priority.

Hospitality venues such as hotels and holiday resorts use the details captured during registration not just for essential administrative tasks such as billing, but also to help personalise their offer to individual guests.

Accurate data capture is therefore essential. What's more, it needs to be achieved quickly and efficiently. To create the best possible first impression, hospitality venues are focusing on cutting delays and queue times. At the same time, commercial pressures demand continual improvements in productivity. The operating costs and staff time dedicated to registration must be tightly controlled.

Hitting the limits of legacy processes

Across all these requirements, traditional, paper-based registration processes often fall short. Older, legacy technologies also fail to keep pace with the latest challenges facing the hospitality sector.

In response, a growing number of venues are looking to a new generation of automated and digital systems to streamline and supercharge the registration journey for their guests. Notably, these new solutions include automated document readers and biometric scanners adapted specifically to the unique characteristics of the hospitality industry.

LODGING

ENTERTAINMENT AND RECREATION INDUSTRY

TRAVEL AND TOURISM

VACATION RENTALS

MEETINGS & EVENTS PLANNING

Key requirements of the hospitality sector for registration processes include:

- Creating a positive first impression with arriving guests
- Enabling essential administration tasks
- Personalising the customer experience
- Optimising efficiency and use of staff time
- Ensuring accurate recording of personal details.

2 Hospitality faces an increasingly complex and challenging environment

In any number of different hospitality settings, registration processes now present significant headwinds. In some cases, high passenger throughputs cause bottlenecks, delays and frustration for customers. At the same time, the ever-wider range of identity documents being presented by guests is adding further friction. In addition to physical documents such as passports, ID cards and drivers licences, hospitality venues must now deal with a significant uptick in digital ID credentials. Typically these are stored on a smartphone, and include a QR code that can be scanned to capture the holder's details. With initiatives such as mDL (Mobile Driver's Licence), mdoc (Mobile Document), and the European Union's eIDAS 2.0 regulation gathering momentum, the volume and variety of these digital IDs are accelerating fast.

Facing up to fraud

Where manual registration processes are still used, there is a clear risk of human error when recording the personal details of customers. Moreover, to protect against the rising threat of fraud, hospitality enterprises are increasingly keen to ensure that identity documents are the real thing, not fakes. However, for staff who have no specialised training or technology to help, spotting counterfeit credentials is a near-impossible task.

Another key issue is efficiency. In the post-pandemic world, many hospitality businesses are running with significantly reduced workforces. At registration and beyond, venues need to make the best possible use of their human resources.

Privacy matters

In common with any organisation handling personal data, hospitality venues must also remain on the right side of a stringent regulatory environment. In Europe, the GDPR (General Data Protection Regulation) imposes a range of requirements in terms of how data should be captured, stored and used. The penalties for businesses that fail to comply can be punitive. So can the reputational damage caused by data breaches. In other parts of the world, similar privacy regulations exist, such as the Australian Privacy Act, and the CCPA (California Consumer Privacy Act) in the USA.

Key registration challenges:

- Managing high customer throughputs
- Reducing queues and delays at check-in
- Recognising a diverse array of physical and digital ID documents
- Avoiding mistakes when capturing personal details
- Addressing the threat of fraud and counterfeit ID documents
- Complying with stringent data privacy regulations.

3 Automation is reshaping registration

Within this dynamic and complex landscape, the latest generation of document readers and biometric scanners offers the hospitality sector a range of solutions that can be integrated easily with their existing IT infrastructures.

Document readers are a hit with passengers

Document readers enable rapid scanning of identity and other credentials, capturing the necessary personal details and automatically filling out digitalised registration forms. These systems are already widely used in high throughput environments such as airports and other passenger terminals. They have been rapidly embraced by travellers, and terminal operators are reaping considerable benefits in terms of the customer experience, security and operational efficiency. Not surprisingly, automation is now migrating at pace to the wider hospitality sector.

Adding value with biometric scanners

In some cases, the use of document readers is further complemented by biometric devices such as fingerprint scanners. These offer fast, secure and intuitive confirmation of the guest's identity. As well as supporting check-in and registration processes, fingerprint scanners are ideally suited to a wide array of access control applications. These include hotel rooms and safes, as well as swimming pools, leisure facilities, VIP lounges and employee-only areas.

Key solutions for redesigning registration:

- Automated document readers for scanning physical and digital ID documents and auto filling registration forms

- Biometric fingerprint scanners for strengthening registration processes and enhancing access control.
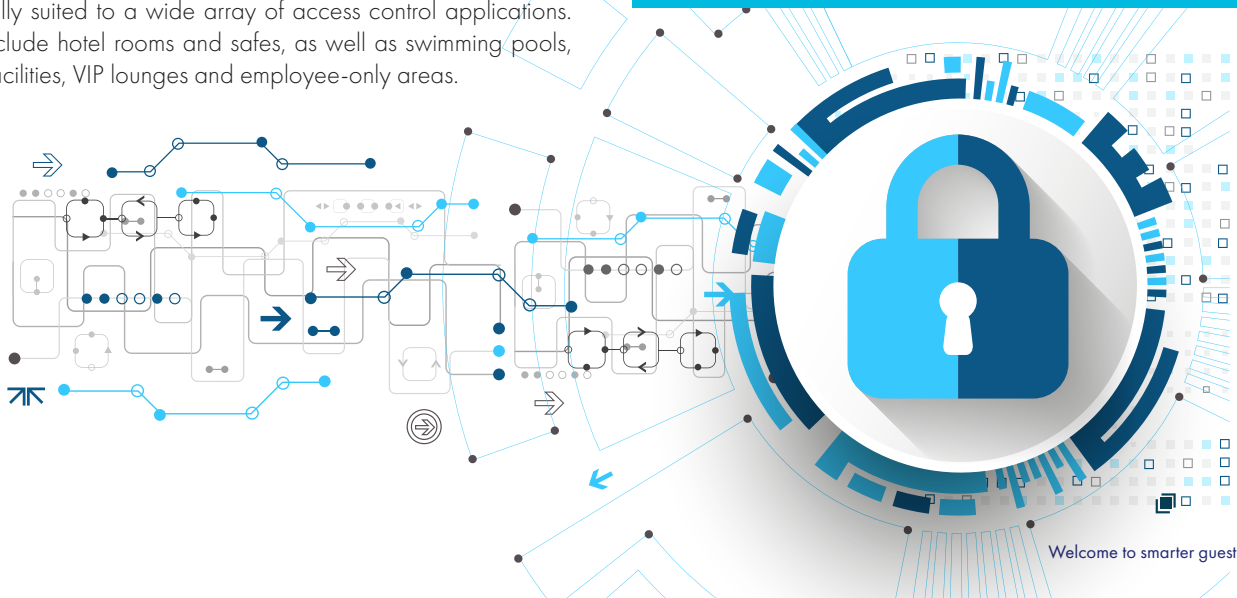
4   Reaping the benefits of a new approach

Automation offers clear and quantifiable benefits for a wide variety of hospitality venues. These encompass virtually any business where registration is essential or desirable: hotels, holiday resorts, casinos, cruise liners, nightclubs, campsites, theme parks, wellness centres, car rental, and many more besides.

Supercharging the registration journey

Seamless, automated systems speed the registration process. Queues and delays are cut, and the customer experience is transformed. Automation also reduces the risk of mistakes being made when capturing and recording personal details. This avoids subsequent administrative issues, and supports more effective personalisation for customers.

The end of manual form filling

Crucially, all these improvements go hand-in-hand with a sharp reduction in tedious, repetitive, manual form filling. The labour costs associated with registration are minimised, and staff have more time to focus on value-added and revenue-generating activities.

Spotting the fakes

In addition to fulfilling the administrative and marketing requirements associated with registration, the latest document readers and fingerprint scanners also offer more robust protection against customers using false identities. Fake documents are highlighted quickly and efficiently. The risk of incurring the costs and reputational damage associated with fraud is significantly reduced.

Key benefits of automation:

- Faster registration and check-in
- Enhanced customer experience
- Greater business efficiency
- Accurate capture of personal details
- Stronger protection against identity-based fraud.

5 Working with Thales

Thales is a global leader in identity document verification and biometric recognition systems. Leveraging extensive experience and expertise in this demanding field, Thales offers devices adapted specifically for hospitality businesses and the systems integrators that serve them.

ELEVATING SECURITY AND GUEST EXPERIENCE IN HOSPITALITY FACILITIES

Improved Operational Efficiency

- **Data Collection Automation:** Reduction of manual errors and increased speed in data collection processes, leading to improved operational efficiency.

- **Managed Visitor Flow:** Implementation of solutions that optimize the management of visitor flow peaks, ensuring smoother operations.

Enhanced Guest Experience

- **Reduced Waiting Times:** Digitalization of processes reduces waiting times for check-in/out, directly improving the guest experience.

- **Service Personalization:** Ability to offer personalized services thanks to a better understanding of guest data, elevating the overall experience.

Efficient Document Management

- **Managed Document Diversity:** Technology capable of processing and verifying a wide variety of documents, simplifying the welcoming and registration processes.

Secure Environment

- **Prevention of Illegal Activities:** Implementation of proactive security measures to identify and prevent illegal activities, ensuring a safer environment for guests and staff.

Enhanced Security and Compliance

- **Simplified Identity Verification:** Use of advanced technologies for fast and secure identity verification, reducing complexity and enhancing security.

- **Facilitated Regulatory Compliance:** Solutions that ensure compliance with privacy regulations and other legal requirements, minimizing legal risks and compliance concerns.

By collaborating with THALES, clients in the hospitality sector can expect not only a tangible **improvement in daily management and regulatory compliance** but also a significant **increase in guest satisfaction**, all within a context of **greater security and protection.**

Thales Document Readers,
the best choice for fast and secure registration

The Thales Identity Card Reader and the Thales Document Reader QS2000 are ideally suited to a wide range of hospitality use cases. These cost-effective devices recognises an extensive range of physical, digital, mobile and electronic ID cards and drivers licences from around the world. Moreover, Thales's global library of templates is continually updated to reflect the latest developments in a fast-evolving identity environment.

For users, the entire process is intuitive. No training is required. The guest or a member of staff simply places the ID card on the glass to trigger scanning and capture the data and images.

The document readers enable straightforward integration. The device is fully compatible with leading operating systems, and existing IT hardware and software used within the hospitality sector.

Key benefits:

- Intuitive, ergonomic, 'right first time' placement of cardsand documents

- Accurate and immediate capture of data and images – accessible via SDK

- Compact, durable design

- Energy Star certification – minimises energy consumption

- Compatible with all the leading operating systems (Windows, Linux, Mac) and hospitality IT software andhardware infrastructures.

THALES DOCUMENT READER QS2000

Designed to capture data from Driving licenses, Electronic travel and identity Documents including Passports

- Reads 1D and 2D barcodes from driving licenses

- Support for biometrically enabled travel documents and driving licenses containing contactless integrated circuit chips (eIDs, eDLs and ePassports)

- China NID card RFID reading option

- AAMVA parser decodes North American driver license barcodes

THALES ID CARD READER CR2000

Designed to inspecting and imaging travel documents, mobile & physical driver licenses including electronic travel documents and 1D and 2D barcodes.

- ICAO compliant TD1 sized documents

- Reads 1D and 2D barcodes

- Contactless IC reading for eDL & iDL

- mDL & mDoc compatible: QR code and NFC pairing with digital ID documents

- Reading of paper and cell phone barcodes (BCBP)

- OCR data capture of the Machine Readable Zone (MRZ)

Thales Single Finger Scanners
the best choice for fast and secure biometric verification

The Thales Cogent CSD family of single finger scanners is similarly adapted to the requirements of the hospitality sector. These FBI-certified devices enable fast capture and encryption of fingerprints, with advanced liveness detection to prevent spoofing and fraud.

Thales's comprehensive SDK ensures efficient integration with existing systems. These compact devices can also be connected via a cable to mobile devices such as smartphones and tablets.

Key benefits:

- FBI PIV and Mobile ID certified for secure use cases

- Fingerprints are captured, compressed and securely encrypted in less than two seconds

- Reliable operation in a wide range of conditions, including direct sunlight

- Highly compact and durable design

- Advanced liveness detection prevents spoofing of fingerprints

- Supplied with comprehensive SDK - integrates easily with Windows/Linux/Android

- Cable connection to smartphones and tablets

Windows Hello

Thales CSD101i is certified for use with the Windows Hello program, enabling quick and secure access across all supported contexts. Furthermore, its ability to detect spoofing attacks and the use of counterfeit fingerprints positions it as one of the most secure and efficient systems for computer access

Thales Document Verification SW

Thales Document Verification (DV) is a distributed software system delivered as an SDK and optional components that automatically verifies electronic and optical security features of identity documents, ICAO and non-ICAO compliant, such as passports, visas, ID cards and driver's licenses. Two editions are available for customers with different use cases: Verification and Data Capture.
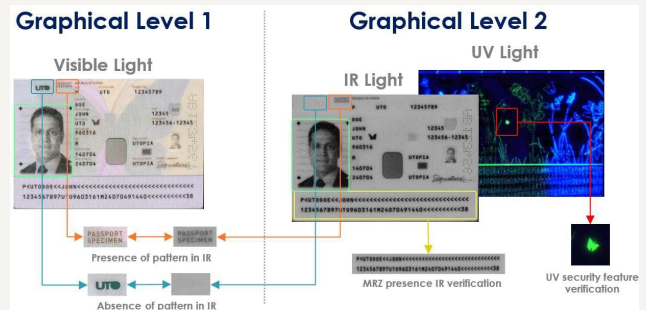
DATA CAPTURE

For customers only requiring data capture for form filling and data storage applications. Document model is identified and data is read from available sources, including Visual Inspection Zone (VIZ), Machine Readable Zone (MRZ), chip and barcodes.
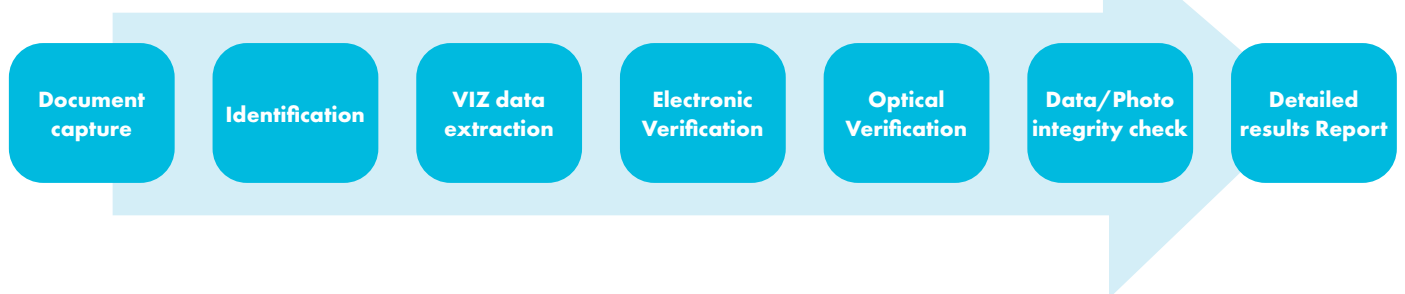
VERIFICATION

By utilizing software to check the document authenticity and its validity for each use case, users can focus on core business tasks and reduce human error.

Graphical Level 1

Visible Light

Graphical Level 2

UV Light

IR Light

Presence of pattern in IR

Absence of pattern in IR

MRZ presence IR verification

UV security feature verification

WHAT THALES GEMALTO DOCUMENT VERIFICATION DELIVERS

Document capture → **Identification** → **VIZ data extraction** → **Electronic Verification** → **Optical Verification** → **Data/Photo integrity check** → **Detailed results Report**

- Reliable automated identification and electronic/optical verification of documents, reducing human errors and allowing users to focus on business critical tasks

- One of the largest template databases in the industry with active support

- Optional tool for visualizing and managing templates (DV Template Manager), allowing customers to create and manage their own templates

- Detailed report of verification results and extracted data

- Easy integration with customer PKI infrastructure (BSI compliant)

Committed to reducing environmental impacts

Thales is committed to working collaboratively with suppliers and customers to achieve sustainable, long-term reductions in the environmental impact of devices over their entire lifecycle. Key initiatives undertaken by Thales include:

- Energy Star certification* – minimising energy consumption in use and on standby

- Reducing packaging size and weight

- Moving to plastic-free packaging

- Improving energy efficiency at Thales manufacturing sites with ISO 50001 certification

- Using 100% renewably generated electricity at production sites

- Optimising supply chains, including the use of sea freight where possible.

*Thales Document Reader AT10K and QS2000 are Energy Star certified.

The Thales Partner Program

Introducing the Thales Identity & Biometric Solutions (IBS) Partner Program—a dynamic collaboration hub connecting global businesses in the realm of identity verification and biometrics. Designed to equip partners for success in a rapidly expanding market, our program offers advanced products, tailored training, and unparalleled support.

With a focus on fostering sustainable and profitable ventures, we provide partners with a diverse range of cutting-edge solutions. From identity document readers to biometric scanners and software development kits, our offerings enable seamless verification processes while reducing fraud and ensuring regulatory compliance.

Trusted by governments, public authorities, and private enterprises worldwide, Thales leads the way in identity and biometric security solutions. Join us in shaping the future of identity verification across industries by becoming a part of the Thales IBS Partner Program today.

Unlock growth, differentiation, and added value for your business with the Thales IBS Partner Program. Contact us at IBSPartnerProgram@thalesgroup.com to learn more.

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