

# One ID – Seamless air passenger experience

One ID brings all stakeholders together in a streamlined and smooth ID process for efficient travelling and airport passage



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## Introduction

Aviation is steadily growing. According to IATA air passenger forecasts, 8.2 billion passengers are expected to travel in 2037, a near double of the 4.1 billion air travellers in 2018. Persistent passenger growth, as well as infrastructural constraints, global security risks and more demanding passengers, are leading challenges in the aviation sector.

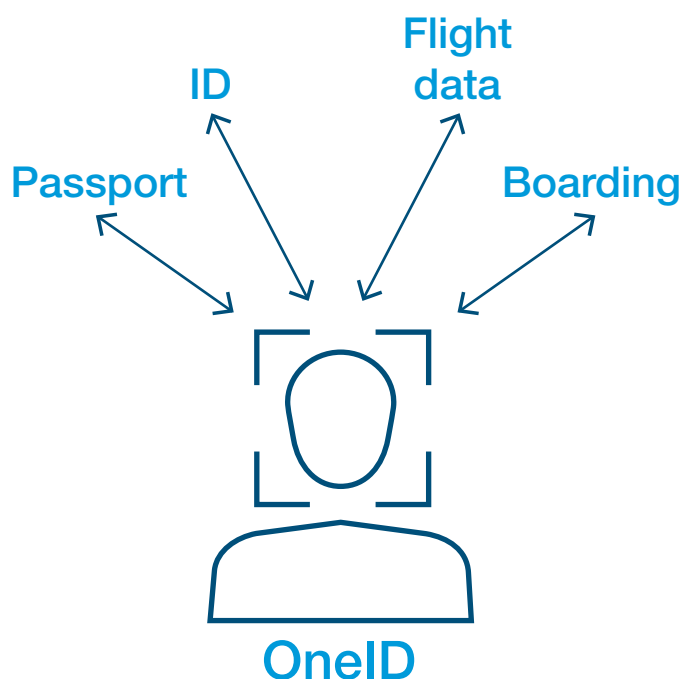
By creating a trusted chain for air passengers' identities throughout the airport process and beyond, many of today's aviation challenges can be solved. The One ID concept is a collaborative identity management solution that spans all process steps and stakeholders in the end-to-end journey. Ultimately, it will improve airport operational efficiency as well as improve the travellers' customer experience.



## What is One ID?

The One ID concept is a streamlined and smooth process based on early validation of passenger identity at airports. Passenger identification (passport, ID) and flight data (boarding pass information) are collected and merged into a single identifier. This identifier is then associated to the persons biometric, e.g. the face. When presenting her face at a relevant check-point (baggage drop, pre-security, lounge, immigration, boarding), the data associated to it is retrieved and distributed on a need to know basis to the relevant stakeholders (airline, airport, immigration etc.) in order for each of them to validate the process. Once all processes validations are confirmed, the passenger is granted access.

Thanks to One ID, the passenger can transit through all the touchpoints without the need to present any document, just showing her face. The process is almost instantaneous and allows multiple checks in parallel, reducing queues and increasing throughput and security.

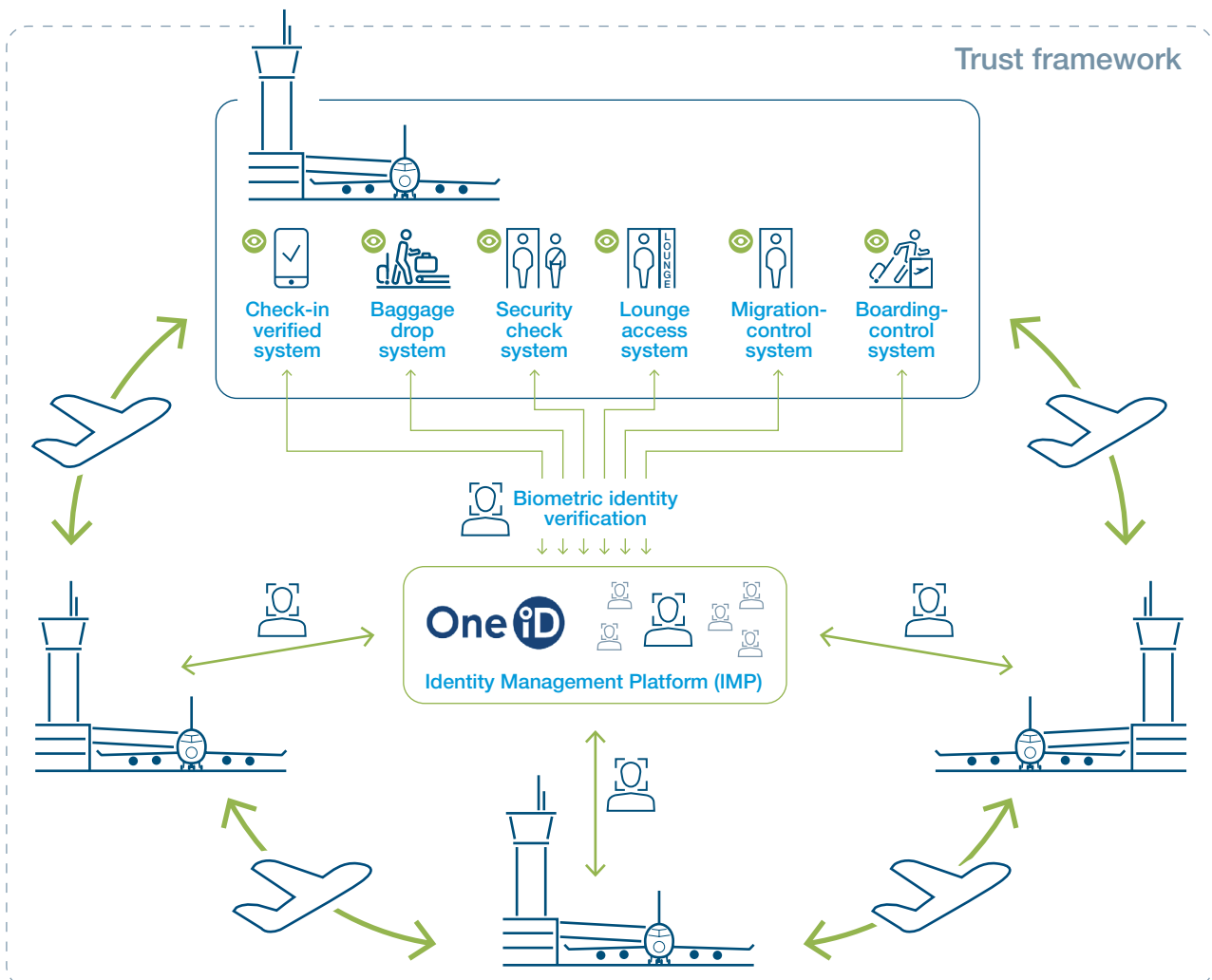


## A trusted framework

One ID relies on a trust framework where collaborating stakeholders store, share, and reuse passenger information in a common Identity Management Platform (IMP). This enables interoperable system coordination between airports, airlines and governments.

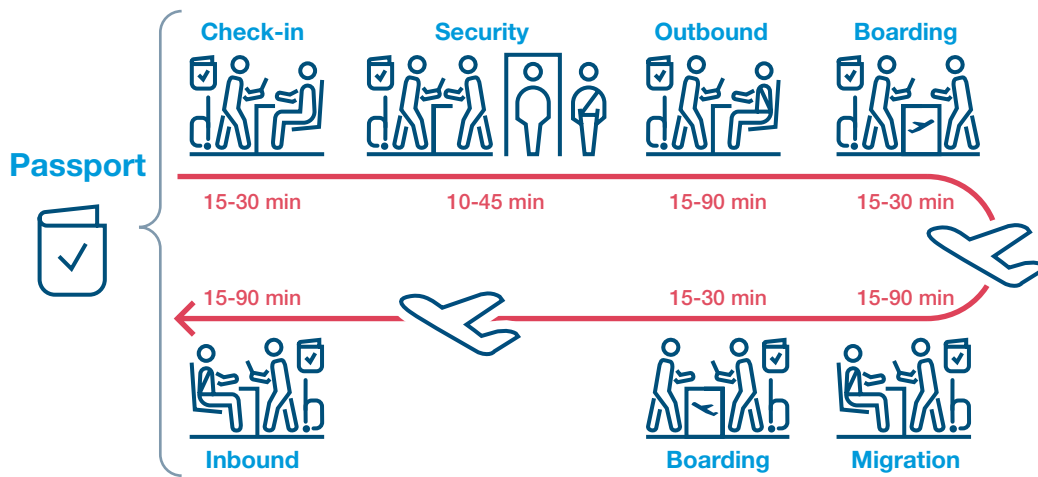


### Trusted digital identity – OneID

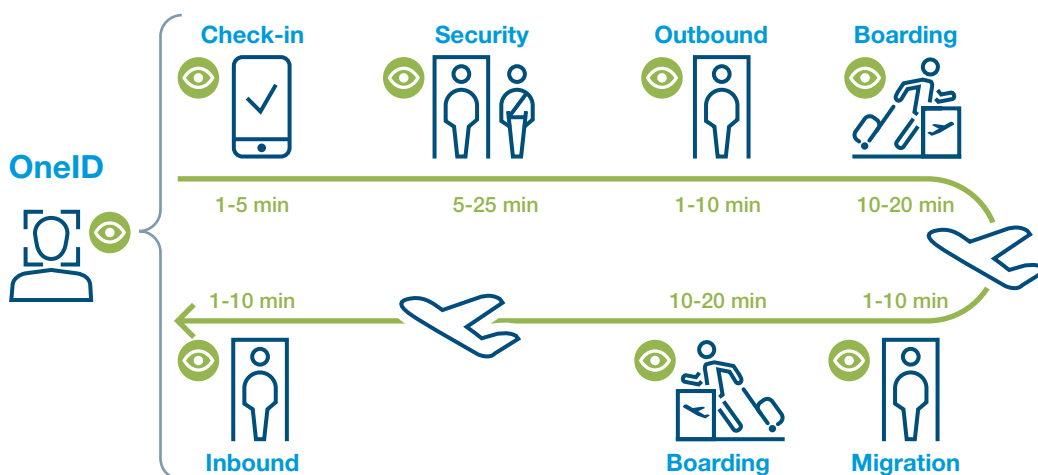


## Why do we need One ID?

Passengers expect a smooth passage through the airport. The airport strives for an efficient process where passengers arrive into and depart from the airport with maximum efficiency. Airline operators, in turn, aim for as short turn-around times as possible, as every minute an airplane stays on the ground only generates cost.



A manual passage process in total could take several hours at its worst, while the automatic process ideally will take only a few minutes at each touchpoint.



One ID brings all stakeholders together in establishing a common vision and roadmap for robust and efficient identity management across the end-to-end passenger process. This will help deliver a secure, seamless, and efficient passenger experience.

## What are the benefits?



### For passengers:

- One single identification leads to faster boarding times.
- Reduced number of touchpoints and no repetitive processed means shorter queues and reduced waiting times.
- Ultimately, passengers arrive at the airport ready to fly in nearly every travel scenario.



### For airlines and airports:

- Improved productivity, capacity and cost savings.
- Staffing efficiency and increased capacity by reducing time spent on manual ID checks.
- Improved space efficiency and opportunities to defer or avoid infrastructure expansion.
- Improved real-time visibility of where passengers are in the airport process. This allows smart queuing where travellers can be efficiently directed to the appropriate process.



### For governments:

- Improved border, aviation, and airport infrastructure security.
- Reduced risk of individuals crossing borders under a false identity.
- Eliminated queues and crowds in airport landside areas.
- Enabling of risk-based assessment and differentiated handling at border and security checkpoints.



## Results in practice

The IATA Global Passenger Survey 2018 showed that passengers are looking to new technology to have more control, information and improved efficiency when they travel. Insights from the survey revealed that passengers want:

- Biometric identification to facilitate their travel processes
- Automation of more airport processes
- Real-time journey information delivered to their personal devices
- Wait times of less than 10 minutes at security/immigration
- The bags tracked throughout their journey

As the One ID concept aligns also with passenger requests, it is most certainly the right path for the future. The efficiency of biometric identification is already proved, as the implementation of One ID at e.g. Miami and Orlando airports reveal significant time savings. In a partnership between MIA, Lufthansa, U.S. Customs and Border Protection (CBP) and global air transport IT provider SITA, passenger identity and authorisation was confirmed by facial recognition – simply, a photo taken by the system at the boarding gate. The verification process took less than two seconds with a 99% matching rate.





# Airport

Today's airports are not just locations where passengers get on and off aircraft. Highest security standards have to be followed, cost-driven efficiency must be achieved and the best passenger experience provided in this very competitive environment.

Gunnebo Entrance Control improve airport efficiency by providing reliable solutions for fast and safe efficient passage. Gunnebo solutions are implemented in airports all over the world.

[Talk to an expert](#)

Entrance Control is a part of Gunnebo who specialises in preventing unauthorised access and control the flow of people to, from and around your site.

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