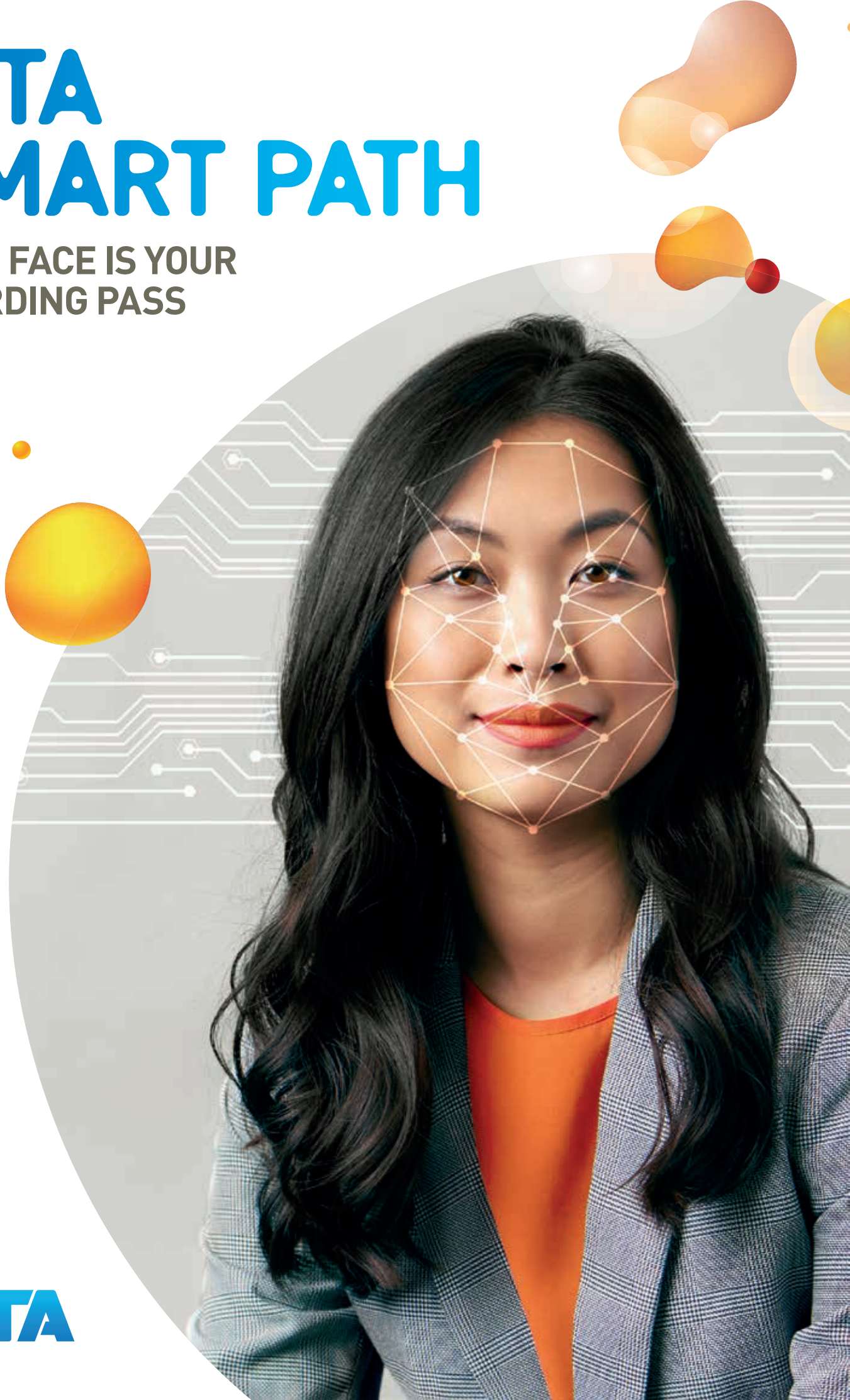


SITA SMART PATH

YOUR FACE IS YOUR
BOARDING PASS



SITA

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Great travel experiences start with SITA Smart Path. The Air Transport Industry's (ATI) most comprehensive whole-journey identity management solution where your face is your boarding pass. With just a quick scan of the face, typically in 5 seconds or less, passengers easily validate their identity along the entire passenger journey – from check-in to boarding – without having to continually show their passports or boarding passes, with minimal touch of any device.

From booking and check-in, to border control and boarding, travelers are happiest when there is seamless, self-service automation to facilitate their journey. In fact, the SITA Passenger IT Trends Survey confirms that the stress level of passengers heightens at security and passport checkpoints, which are typically not automated, but lessens where high levels of automation exist.

Using biometric facial recognition technology to automate the entire passenger journey, Smart Path captures a passenger's facial features and compares the live or digital image to a stored image, such as a passport photo, to verify the traveler's identity. Once validated, a secure digital travel ID is created and can be used at every touchpoint, for virtually every passenger, nearly every time.

SITA blends the best biometric identity management technology with 70 years of industry leading air travel expertise, enabling Smart Path to improve security oversight, speed up passenger processing, and optimize the resources needed to manage the travel journey while enhancing the passenger experience at every step.

SITA customers who have deployed Smart Path have experienced great results:

- 90% passenger opt-in rate
- Facial scan match rate of over 99%
- Boards 240 passengers in about 10 minutes

This is enabled with SITA Flex – already the world's most widely used common use platform – which drives SITA's next generation mobile enabled common use technology to facilitate a low-touch environment for passengers. SITA Flex also enables airports and airlines to build their own passenger applications which in turn, further drives efficiency for all stakeholders.

POWERING THE SEAMLESS JOURNEY AND ENHANCING OPERATIONAL EFFICIENCY

Modular and easy to integrate into existing industry standard airport infrastructure, SITA Smart Path helps airports to minimize the need for touching of any devices, reduce queues and provide simple, fast, self-service identity verification, giving passengers more choice and control of their journey. And with faster movement from landside to airside, passengers enjoy more time to spend in retail and dining areas, allowing airports to achieve key goals to increase non-aeronautical revenues.

For airlines, an automated boarding process means fewer agents behind desks and more agents helping customers, which helps reduce costs while offering personalized services to its passengers. Smart Path creates operational efficiencies for airlines by increasing the amount of on-time departures, improving turnaround times – ultimately putting travelers at ease.

SITA KNOWHOW

We are leveraging our identity management capabilities and applying them to the whole passenger journey.



MOBILE CHECK-IN



ASSISTED CHECK-IN



SELF-SERVICE CHECK-IN



SELF-BAG DROP

The certainty of data that SITA Smart Path provides helps governments facilitate accuracy of passenger flows and authenticates passenger documentation early in the process, allowing more air travelers to be verified on arrival, and with more efficient utilization of existing resources.

KEY BENEFITS:

- Enables a single biometric travel ID facilitating the entire passenger journey – from check-in to boarding
- Eliminates redundant document checks and automates self-service operations
- Easy-to-use and enables faster passenger processing
- 100% compatible with the U.S. Entry/Exit program
- Seamlessly integrates with common-use passenger processing systems (CUSS/CUTE)
- Integrates with ease into existing airport infrastructure and airline systems leveraging existing investment
- Passenger personal data is protected in compliance with applicable privacy laws and regulations
- Respectful and sensitive to diverse cultural needs

SITA SMART PATH INCLUDES:

- CUSS kiosks or mobile app solution **with fast, secure biometric enrolment**/registration capabilities
- **Self bag drops units**, retro-fit or new-fit
- Single or double door gates for **self-boarding, access control to secure areas and automated border control**
- **A single platform** capable of an integrated approach to common-use terminal equipment (CUTE), common-use passenger processing systems (CUPPS) and common-use self-service (CUSS) kiosks, bag drop and gates
- Background **identity management system** that captures passenger data and links it to their biometric identity

COMPLEMENTED BY:

- Consultancy services available for support with ROI calculations and solution design
- Advanced identity management services, including interactive advanced passenger processing
- **A cloud-based business intelligence portal** to view critical data, monitor, measure and predict daily operational flow challenges and more
- A suite of integrated software applications for airport management that **enables control of all airport operations** from a central point, making common situational awareness easy

To learn more about SITA Smart Path visit www.sita.aero/sita-smart-path



SECURITY SCREENING



BORDER CONTROL



AIRLINE LOUNGE ACCESS



DEPARTURE LOUNGE RETAIL AND WAYFINDING



SELF-SERVICE BOARDING



ASSISTED BOARDING

SITA SMART PATH

SITA AT A GLANCE

Easy air travel every step of the way.

- Through information and communications technology, we help to make the end-to-end journey easier for passengers – from pre-travel, check-in and baggage processing, to boarding, border control and inflight connectivity.
- We work with about 400 air transport industry members and 2,800 customers in over 200 countries and territories. Almost every airline and airport in the world does business with SITA.
- Our customers include airlines, airports, GDSs and governments.
- Created and owned 100% by the industry, SITA is the community's dedicated partner for IT and communications, uniquely able to respond to community needs and issues.
- We innovate and develop collaboratively with our air transport customers, industry bodies and partners. Our portfolio and strategic direction are driven by the community, through the SITA Board and Council, comprising air transport industry members the world over.
- We provide services over the world's most extensive communications network. It's the vital asset that keeps the global air transport industry connected.
- With a customer service team of over 2,000 people around the world, we invest significantly in achieving best-in-class customer service, providing 24/7 integrated local and global support for our services.
- Our annual Air Transport and Passenger IT Insights reports for airlines, airports and passengers are industry-renowned, as is our Baggage IT Insights report.
- In 2019, we had consolidated revenues of US\$ 1.8 billion.

For further information, please visit www.sita.aero



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