

miSense Trial, London Heathrow High Level Results



Technology Labs

Participation levels:

miSense: 2159

miSense*plus*: 1007

miSense*allclear*: 4700

Positive participant feedback on use of self-service biometric technology.

"Travellers are impressed with the new system and found it straightforward to use and generally it offers the chance to speed up the airport process. They value the opportunity to reduce waiting times at security."

"There were no serious concerns raised...

Generally travellers felt that if it improved their security it was a positive move."

Positive participant feedback on Registered Traveller programme:

How easy was the enrolment process? 87% easy or very easy

How easy was it for you to use the self-service gate? 62% easy or very easy

How long did it take to use the gate? 66% less than 15 seconds

What is the most important benefit?
72% faster journey times

Overall, what did you think of the miSenseplus service? 81% good or excellent

Would you recommend the service to a fellow traveller? 89% would

Enrolment process (data and 13 biometrics capture, card issuance): 7 minutes average, in some cases 3 minutes

Membership card:

travellers preferred the ability to control

access to their data ("if I don't want to share my data I won't show you my card")

facilitate international collaboration - especially where transmitting biometric data between countries is prohibited

Self-service border clearance gate:

used 307 times

average engagement time of 17 seconds

in some cases as little as 12 seconds

opportunities identified to further optimise the performance

Interactive API for real-time pre-departure screening:

62% of records were processed in fewer than 5 seconds

85% were processed in fewer than 10 seconds

96% were processed in fewer than 30 seconds

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