Accenture Border Clearance Showcase

Automating border control to achieve high performance
Of the many profound changes in our response to travel and security in recent years, border management is an obvious target for reinvention. Yet aside from the constraints of manual operations, meeting the demands of steady traffic growth and handling growing documentation complexity, border agencies face significant challenges to offer a secure and convenient passage for travelers, promote trade and commerce while increasing cost-effectiveness.

Accenture believes the combination of multimodal biometrics and integrated, automated technologies present a sizeable opportunity for air, land and sea ports. Just as queues for banking services have been virtually eliminated through online services and automated teller machines, border control authorities can also introduce a new approach that makes the process of international travel faster and more efficient. Now, in a dedicated facility known as the Accenture Border Clearance Showcase, Accenture invites executives to find out how automation can help their organizations achieve high performance by reaching new frontiers in border management.
The Accenture facility

Following on from earlier work undertaken by Accenture for the European Commission’s Biometric Matching System, the Accenture showcase demonstrates next generation border management. Simulating a border environment, including border gates, immigration desks and visa offices, executives can experience firsthand the power of automation.

Employing an advanced technology solution, border agencies can reduce queues through accelerated processes, address security issues and free up immigration officers for higher-value, intelligence-led border control tasks.

Located in Brussels, the Accenture showcase exhibits how automated border clearance can not only manage changing legislative requirements but also help border control authorities handle even the most complex traveler scenario in a faster, more secure manner – and at lower cost.

Let us imagine how automation might impact a European Airport, where four different travelers have unique requirements and experiences:

<table>
<thead>
<tr>
<th>Manual border clearance</th>
<th>Automated border clearance</th>
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<tbody>
<tr>
<td>Luc is a European national traveling from one Schengen European country to another with a national ID card or passport.</td>
<td>No border control necessary</td>
</tr>
<tr>
<td>Emma queues for 10 minutes to show her passport to an immigration officer.</td>
<td>Emma holds an e-passport and is able to make use of face or fingerprint recognition to automatically clear the border herself, with little or no queuing.</td>
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<tr>
<td>Peter queues for 20 minutes to show his passport to an immigration officer.</td>
<td>Peter has enrolled in a registered traveler program and uses his card or passport with face or fingerprint recognition, to clear the border himself at an automated gate, with little or no queuing. Alternatively he pre-processes his border clearance at a kiosk; he self-scans his passport and answers security questions. He then presents himself to an immigration officer who reviews the results of his kiosk interaction and waves him through.</td>
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<tr>
<td>Maria is from a country outside the European Union and is subject to visa.</td>
<td>With the airport particularly busy because several flights have landed at once, Maria has to queue for an hour to gain clearance by presenting her passport to an immigration officer and verifying her fingerprints against those associated with her visa.</td>
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1 Schengen refers to a borderless zone where travelers may freely move between European countries that participate in the Schengen agreement.
Visitors to the Accenture Border Clearance Showcase will be able to experience for themselves a series of scenarios that use facial recognition and fingerprint technology in two different ways (one-to-one verification and one-to-many identification) as well as demonstrating multimodal biometrics, interoperability between different biometric vendors and mobile biometric devices. Visitors will see all devices working in a variety of contexts, and are able to play the roles of visa applicants, travelers or immigration officers.

Benefits of automation

Automated border clearance makes better use of existing infrastructures and offers:

- Increased capacity by processing travelers more quickly. Throughput is also enhanced by installing more automated gates than immigration desks in each facility, increasing the number of checkpoints and, hence, processing travelers in higher volumes.
- Enhanced security through a consistently high standard of verification to validate travel documents and identities using biometrics, such as face or fingerprint matching, as well as thorough background checks for registered travelers.
- Lower cost per transaction. As a reference, research by the International Air Transport Association (IATA) shows that while a desk-based airline check-in costs on average $3.68 per transaction, the same transaction costs 16 cents when conducted at an automated, self-service kiosk.
- Increased convenience for travelers whose wait times are considerably reduced, and who feel more in control of the border clearance process.
- Improved revenues through both increasing retail space (decreased space required for border control) and improving wait times, meaning travelers have more time to shop for goods and services.
- Flexible solution that adapts to traveler profiles as the gates and kiosks can cope with many different traveler mixes throughout each day, whatever their country of origin.
- Future-proof because a versatile, automated platform can be adapted for legislative changes.

The history of automated border clearance

Over many centuries, border control has seen little change. Now, three factors have come together to prove the time is right for border agencies looking to achieve more for less using automated border clearance:

- The mandates for issuance of biometric passports
- The introduction of electronic systems for visas and travel authorization
- The industrialization of biometric and automation processes

Milestones in border clearance history include:

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
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<tr>
<td>1641</td>
<td>One of the earliest passports still in existence was issued by Charles I.</td>
</tr>
<tr>
<td>1920s</td>
<td>The first book-style passports appeared.</td>
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<tr>
<td>1980s</td>
<td>Standardization of machine readable passports.</td>
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<tr>
<td>2000</td>
<td>International border controls stopped within the Schengen area.</td>
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<tr>
<td>2003</td>
<td>The European fingerprint database, European Dactyloscopie (EURODAC), established to identify asylum seekers and irregular border crossers.</td>
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<td>2004</td>
<td>The US–VISIT program starts capturing fingerprints and facial images of visitors at the border.</td>
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<tr>
<td>2006</td>
<td>European countries start to issue biometric e-passports.</td>
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<td>2008</td>
<td>Accenture runs miSense trial at London’s Heathrow airport—a registered traveler card that stores the traveler face, iris and fingerprint biometrics to accelerate the check-in, airside access and border crossing processes.</td>
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<td>2009</td>
<td>European countries commit to second generation biometric e-passports with fingerprints.</td>
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<tr>
<td>March 2009</td>
<td>Launch of the Accenture Border Clearance Showcase, Brussels.</td>
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Why Accenture?

With a specialized industry group of more than 1,000 employees across the globe dedicated to border management and public safety, Accenture has developed a comprehensive approach to address the challenges of border management. Our vision of border management agencies operating as an enterprise is backed by both a framework that addresses the changing demands and the power of our innovative solutions, such as the Accenture Smart Identity Solution that introduces integrated, enterprise-wide identity management capabilities. What is more, we have the backing of a global organization, and dedicated research and development facilities. For instance, Accenture Technology Labs has developed the award-winning Travel Security Services3 that use multimodal biometrics, e-passports, two-dimensional barcode boarding passes, mobile devices and other emerging technologies to enhance security and facilitation for air travelers.

By focusing holistically on people, process and technology, Accenture offers a coordinated and technology-agnostic approach that not only helps organizations reduce costs while achieving security and facilitation goals but also helps them achieve high performance. Accenture’s commitment to border management is backed by broad experience in both the public and private sectors, making the most of our global network of technology alliances for fast, proven solutions.

Transforming border management globally

US Department of Homeland Security

Accenture is supporting the United States Department of Homeland Security US-VISIT program to implement a virtual border, which aims to extend immigration and border management to points beyond and within the physical borders of the United States. Decision makers are then better able to distinguish security risks from illegitimate individuals, stop them before they reach the United States or identify them while they are inside the United States.

European Commission

Accenture worked with Sagem Sécurité, a high-technology company in the SAFRAN Group, to create a Biometric Matching System on behalf of the European Commission. The Biometric Matching System is an information search engine that can match biometric data from visa applications, identity management systems and policing systems for European Union member countries and helps justice and immigration authorities deal with security and other issues related to terrorism, organized crime, illegal immigration, visa shopping, identity theft and fraud. Using a service-oriented architecture approach, the biometric matching system database can store the fingerprints of up to 70 million people, process more than 100,000 verification and identification requests per day and includes 24-hour, seven-days-a-week availability to all European country consulates around the world.

International Air Transport Association – Simplifying Passenger Travel Interest Group

Accenture helped the United Kingdom Regional Group of the Simplifying Passenger Travel Interest Group undertake a pilot project at London’s Heathrow Airport (Terminal 3). The project involved more than 4,000 volunteer participants, used biometric cards, e-passports, self-service kiosks and automated gates to expedite passenger flow and authenticate travelers’ identities. One of a group of nine organizations that delivered the trial, Accenture led the biometrics implementation for the pilot, with its Travel Security Services solution playing a central role.

BAA

In December 2008, the United Kingdom Border Agency and BAA opened a 6-month trial of automated clearance barriers at London Stansted airport. The Accenture-built system enables adult European Economic Area citizens who hold e-passports to enter the United Kingdom using one of six automated gates. At each gate, the system takes a photograph of the passenger’s face and compares it biometrically with the photo held in the e-passport chip; if these match, and other checks are passed, the gate opens. This offers an efficient self-service clearance system at the entry port, designed to process low-risk passengers quickly and free up immigration officers for more challenging intelligence-led border control activities.

From haystack to needle

Today, driven largely by time- and staff-intensive, manual procedures, many border organizations are incurring costs against what are essentially high-volume, low-value processes. Automation accommodates a multitude of documents, ensures throughput and allows border control agencies to focus on high-value transactions that can enhance the effectiveness and efficiency of their operations. What is more, automated border clearance offers a paradigm shift in the manner in which people have expected to cross borders for the past several hundred years.

Offering insight into the improvements that can be made in capacity, predictability, security and costs, the Accenture Border Clearance Showcase turns emerging technologies into practical solutions to meet today’s demand for reduced costs and better citizen experiences. Indeed, by visiting the Accenture showcase executives can see for themselves how to convert current border management challenges into an opportunity for high performance.
Contacts

For more information about visiting the Accenture Border Clearance Showcase or to find out how Accenture can help you achieve high performance, contact:
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About Accenture

Accenture is a global management consulting, technology services and outsourcing company. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world’s most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. With more than 186,000 people serving clients in over 120 countries, the company generated net revenues of US$23.39 billion for the fiscal year ended Aug. 31, 2008. Its home page is www.accenture.com.