vision-box

Vision-Box Seamless Journey Platform

Connecting the World

Vision-Box Seamless Journey Platform is the most extensive Seamless Travel solution. Orchestrating most complex information, offering unique contactless self-service experiences, fueled by state-of-the-art biometrics, down to insightful customer-centric analytics, in a privacy-first interoperable identity management solution.

Fitting the needs of the most demanding travel businesses worldwide, a holistic and scalable offering, where passengers can enjoy the travel journey to the fullest, using their own face with the confidence that their data is protected with all stakeholders seamlessly connected in that journey.

KEY BENEFITS

Travellers	**Airports/Ports**	**Border Forces**	**Airlines/Cruise Lines**
Unique seamless experience based on biometric single token providing convenience and safety.	Increased throughput at each checkpoint provides operational efficiency and revenue optimisation.	Enhanced border security leveraging on smart biometric and advanced travel document authentication.	More efficient processes allow for cost optimisation and maximisation of customer experience.

Passenger Experience & Security

Efficient frictionless processes, leading to less queues and reduced dwell time, enabling higher satisfaction, that will increase customer retention and loyalty. By offering more secure processes, via real-time data cross-checks, the Seamless Journey Platform increases trust in the process throughout the whole journey.

Smarter Cost Allocation & Optimization

Highly optimized biometric self-service automation enables the highest throughput, leading to smarter staff allocation, where humans can focus on taking care of humans when they are needed the most. In return, it benefits a highly optimized operational infrastructure, which results in increased on-time-performance and more availability of revenue-oriented space.

New Revenue streams driven by Data & Interoperability

Fully integrated flows, enabled by strict-consented data sharing between stakeholders during the journey, potentialize new revenue streams such as, directed marketing, real-time customer interaction and activation. It drives a faster adoption rate in the seamless journey by enabling other businesses to partner in the biometric program via interoperability services.

An orchestrated Seamless Journey

Connecting travellers and stakeholders throughout the entire journey, from home to destination in a complete frictionless and contactless seamless experience.

The journey management services are responsible to orchestrate all interactions, experiences, data, rules, and other key travel attributes, between service enablers and the traveller, in a multi-location and multi-stakeholder ecosystem.

Open architecture

Fully interoperable with third party elements, meaning the business retains full flexibility to choose third party integrations, software and hardware vendors.


Highest customer engagement

Greater levels of engagement between the business, its partners and the traveller, enabling new revenue streams in a uniquely connected ecosystem.

Legacy Free

Enabling co-existence between legacy (e.g. CUSS, CUPPS) and new technologies, and giving the business maximum flexibility to explore new horizons without losing the touch with existing technologies.
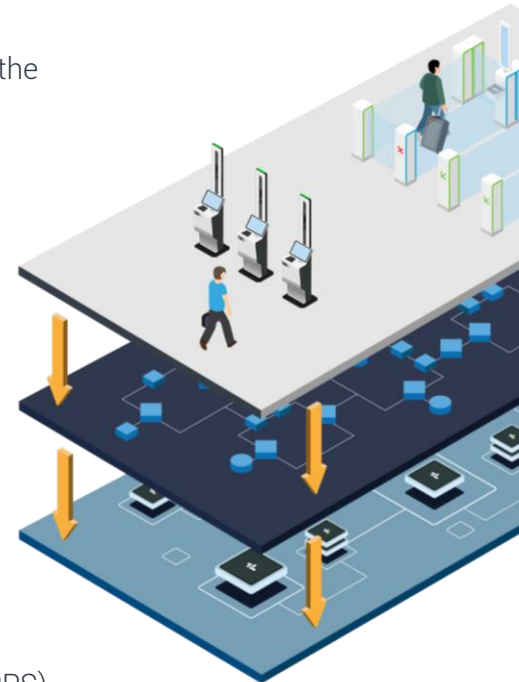
Data Security

Strong embedded data security and privacy in the platform design to fulfil the most stringent security and privacy requirements lodged under governments legislative frameworks and travel regulations

Focus on data security management:
- Centralised data storage (explicit configuration, encrypted private data with transient lifecycle, REST interfaces)
- Use of AES 256 encryption
- TLS-based communication

Secure development lifecycle:
- Permission based on auditable source code access
- Static application security testing (SonarQube)

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An orchestrated Identity

Identity Management plays the central role in converting complex traveller digital data processing, into a truly contactless seamless travel experience.

Sustained by privacy and secure by design architecture, the identity management services unlocks the full usage of biometric single-token across the different experience points during the travel journey without putting privacy at stake.
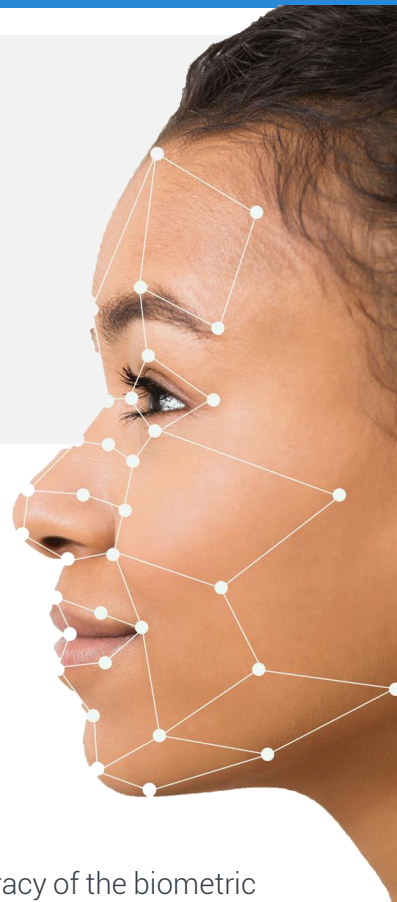
Vision-Box Face Algorithm

Vision-Box's algorithm offers the perfect combination of accuracy and speed, permitting optimised face matching. When working in tandem with Vision-Box hardware, it provides the most superior biometric capture and matching performances. If needed, third party algorithms are also natively supported.

Dynamic Gallery Management

The gallery management engine optimises the speed and accuracy of the biometric matching processes by customising in real-time the number of galleries and minimising their size according to each specific use case, while being flexible enough to support third party services.

Data privacy and lifecycle management

Built-in ability for configuration of business rules regarding data privacy (e.g., consent acquisition from the end-user; data access control to various stakeholders) as well as data lifecycle (e.g., automated deletion of end-user data from touchpoint after matching) giving flexibility in defining workflows, while ensuring full regulatory compliance across different legal frameworks.

## Privacy by Design

MSECB

PRIVACY BY DESIGN

The platform is **Privacy by Design certified** since May 2018 by Ryerson University and renewed in 2019 by MSECB.

- Proactive, not reactive. Preventive, not remedial
- Privacy as the default setting embedded into design
- Full functionality – positive-sum. Not zero-sum
- End-to-end security – full lifecycle protection
- Respect for user privacy – keep it use centric

Applications that orchestrates the Seamless Journey

Rich collaborative platform providing real-time intelligence and end-to-end traveller-centric journey management. Vision-Box's orchestration ecosystem offers a full suite of operating and monitoring applications for customers to maximise the system core operational benefits.
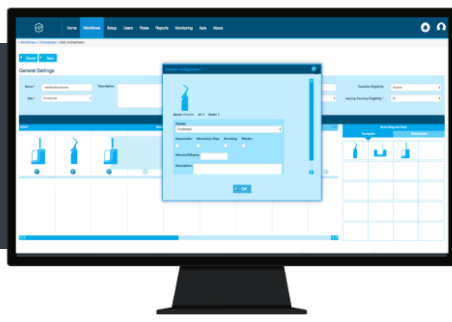
Administration

The Administration console provides flexibility and control to users, enabling them to configure and manage system parameters, biometric touchpoints, users, business rules, workflows and applications.

Reporting

The Performance Monitoring is designed and configured for the customer's management needs, providing business performance reports. Customers can also export performance data to their own business intelligence tool.

System Health Monitoring

Provides alerts and detailed information on the health status of the ecosystem. Health Monitoring is both used by Vision-Box Services teams or the customer's IT Operations, directly, or by integrating health monitoring data into their own Systems Monitoring tool.

Passenger Reconciliation

Provides real-time information about all the travellers within the Seamless journey. Enables users to have the best informed decision by knowing the traveller last known position and facilitating operations optimization.

Inspector

Operation Monitoring tool overseeing in real time the processing of travellers at self-service touchpoints. Displays the relevant information with clarity and easy to read alerts, offering the possibility for immediate action on exceptions.

Manual Control

Tool to manually process travelers. It provides full control of the transaction workflow and the touchpoint, enabling border and travel users to clear passengers smoothly.

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