european venture

YVR's innovative travel solutions aim to further improve the passenger experience in Europe by providing seamless and secure processing solutions

Technology has revolutionized the way people move through airports and between destinations. From digital boarding passes on a smartphone to self-service bag-drop kiosks, airports have embraced technology to ensure they keep pace with each other – and keep passengers happy.

The value of automation in border control, for example, is clear. By automating passenger processing using preferred technology such as border kiosks, government authorities and airports can provide a solution that unites security, efficiency and innovation to improve the traveler's experience.

Industry-leading technology

Vancouver International Airport (YVR) – recognized as the Best Airport in North America by Skytrax for nine consecutive years – understands the need to balance efficient passenger throughput with delivering the very best in an airport experience. With this in mind, YVR created an independent business unit, Innovative Travel Solutions (ITS), which specializes in delivering industry-leading travel technology to transform the traveler's experience.

Developed by ITS, BorderXpress uses an efficient two-step process to expedite the border clearance process, resulting in shorter wait times for travelers – up to four times more people can be processed per border officer. This not only leads to cost and space savings, but also enables border officers to focus on maintaining the safety of the border – a current prerequisite of governments when looking at automation.

BorderXpress also provides better exception handling, is

LEFT: Since opening in 1996, Vancouver's International Terminal has been able to handle a 195% increase in arriving passengers without having to expand its facilities, thanks to BorderXpress

fully accessible to persons with disabilities, and can be configured with up to 35 different languages. It is capable of processing any passenger, including families traveling as a group.

Since 2009, ITS has sold more than 1,600 kiosks at 42 airport and seaport locations around the world, helping more than 250 million passengers clear the border safely and securely.

Transforming the European travel experience

Recently, ITS has expanded into Europe with the installation of 74 BorderXpress kiosks at Paphos and Larnaka international airports in Cyprus. This represented ITS's first implementation of permanent kiosks for entry and exit border control in the European Union (EU).

The launch comes at a critical time for the European travel industry. With the forthcoming EU Entry/Exit System scheduled to launch in 2020, the region has heightened its emphasis on modernizing border management, helping member states deal with increased traffic flow, and reinforcing security infrastructure.

BorderXpress uses self-service biometric-enabled kiosks to expedite the border clearance process without compromising security. At the kiosk, travelers select their language, scan their travel document, have their biometrics captured, and answer a few simple questions. They then take their completed receipt to a border officer. Innovative technological solutions such as BorderXpress can make passenger processing more efficient, especially when you consider the complexities associated with the new EU Entry/Exit System.

BorderXpress can be configured to meet the immigration needs of any government in the world. ITS's entry into Europe has opened additional opportunities to optimize the border clearance process throughout Europe – opportunities relevant to not only air travel, but also sea and rail travel. These markets have tremendous potential to use

passenger processing technology such as BorderXpress, with the need for secure and efficient border control solutions.

Beyond technology

When passengers are held at exit control, this can mean less time for them to spend in the commercial areas, which is an important source of non-aeronautical revenues to airports. A seamless passenger flow also means fewer missed connections and delays for airlines. Finding ways to improve efficiencies makes financial sense, and also helps improve the overall traveler experience.

As more convenient air travel makes the world smaller, technology will play an increasingly important role in improving traveler experience, ease and security. Automated passenger processing solutions will offer travelers – via air, sea or rail – an approach that goes beyond technology to deliver a better result for everyone.