Digital Identity in the Passenger Journey

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Our journey... the challenge

Growing demand to travel
Has the passenger journey really ever changed?
Why are we embracing this change?

Our vision:
To give passengers the best airport service in the world.
Automation of the passenger journey at Heathrow

“Unlocking capacity, delivering an affordable airport where the end-to-end passenger journey is personal, simple and reliable and becoming an industry leading airport in automation & passenger identification”

Know the Passenger

Think End-to-End

Automate Transactions

Adaptable Implementation
Why do this?

Passenger experience  Resilience
Choice

Predictability  Seamless journey
Security

Focus on service  Stress free  Fast

Sustainable  Capacity
Personal  Easy

Reliable  Working together

Safety
It’s not about the technology...
Integrated identification to create a seamless journey

Online Check-in
Bag-drop
Automated Ticket Presentation
Security
Boarding

DEPART
ARRIVE

Privacy
Passenger identification

Our roadmap encapsulates the key initiatives that we are progressing at Heathrow over the coming years.

- Data Driven Differentiated Security (3DS)
- Incident management
- Facilitating automation of AAA for Self-service Bag Drop and Self Boarding
- Automation of Domestic transfer process
- Assist with identification of undocumented arrivals
- Automatic re-entry into UK for 'known' passengers
- Automation of staff access/egress
- Enhancements to Embarkation / Exit checks
- Automatic re-entry into UK for 'known' passengers
- Operational flow management
- Personalised services for passengers
- IATA One Identity
- International identity assurance collaboration
- Commercial tool

*6 monthly reviews to consider impact of disruptors, legislative changes, new technology availability and strategy changes*
Developing a digital journey fit for the modern world...

Challenges to overcome:

- Privacy and GDPR
- Continued collaboration
- Getting quality data early
- Regulation
- Trust
- Sharing of data
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