



Thales Gemalto Passport Reader Makes Waves with Cruise Line

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Identity & Biometric Solutions

Whether sailing the seven seas or island-hopping in the Caribbean, a cruise is meant to be a relaxing getaway. Travelers look forward to spectacular ocean views, five-star restaurants and exotic ports of call – but dread the thought of long lines waiting to board the ship.

Knowing that wait times can significantly affect patron experience, a major cruise line recently partnered with Thales, to help cruise-goers board more quickly and efficiently – while still complying with security regulations governing the travel industry.

Faster passenger processing for more hassle-free boarding

When it comes to boarding thousands of passengers in just a few hours, every second counts. Typically, the boarding experience begins with validating and scanning a passenger's passport, before then having to process the data. The Thales Gemalto Document Reader AT9000 MK2 captures the necessary details and cuts down the passport review time, ensuring a speedy, hassle-free boarding and disembarkation process. Organizations can now have convenience, efficiency, and security.

Regulation-compliant solution meets security requirements

Cruise lines with global fleets must comply with varying local regulatory and security requirements, making the need for a standardized solution imperative.

Designed to meet strict regulatory requirements, Gemalto document readers can be found at border crossings around the world and are well regarded by commercial and government entities including airlines, customs and border patrol, and homeland security.

With one of the fastest, most accurate read rates available, the Gemalto Document Reader AT9000 MK2 deployed by the cruise line efficiently reads ICAO-compliant passports and RFID chips in e-passports. Best of all, it can store the information to be processed at a later date. The direct benefit is that passengers spend less time waiting in line, allowing them more time to enjoy their vacation.



Customized authentication software speeds integration

Thales provided accompanying document authentication software, which allowed the new passport scanning solution to integrate with the cruise line's existing infrastructure. This customization sped up the installation, meeting the time-sensitive project requirements and avoiding a substantial technology upgrade on the part of the customer.

With the system in place, this global cruise line reports meeting new and emerging regulatory requirements, better preparing them for future needs. This, along with a more efficient boarding process creates a winning solution for not only passenger experience, but also the cruise line.

Gemalto document readers and authentication software continue to make waves in the travel industry as secure, efficient solutions for processing passengers and meeting regulatory requirements.