# The Future of Travel with Eurostar SmartCheck

## Challenge

With the rapid recovery of travel creating a pressing need for seamless experiences, transforming the pre-boarding check-in process is a top priority. Travelers demand simpler, faster, secure travel at the click of a few buttons.

## Solution

Entrust enables Eurostar's SmartCheck solution and manages derived Digital Travel Credentials (DTCs). This allows for shortened wait times for tickets and UK exit checks by securely enrolling travelers' ticket, passport and, face before they travel, using their mobile devices.

## Results

This solution creates a new era of traveler verification and allows a person's face to become their ticket and identification.

- With SmartCheck, passengers use only their face for check-in with Eurostar and UK border exit check.

- Minimal physical handling of tickets and passports is required, reducing the need for border officials and associated costs.

- Reusable DTCs are created for pre-qualified frequent travelers, simplifying the repetition of providing secure, trusted data for border processing.

## Customer Profile

Eurostar Group offers the largest international high-speed network in Western Europe. Its rail service connects the United Kingdom with France, Belgium, and the Netherlands.

## Objectives

Eurostar announced the rollout of SmartCheck, a contactless fast-track facial identity verification check-in system supplied by Entrust with partner iProov, at London St Pancras Station.

This clearly demonstrates how facial biometric technology can be used to manage border control in a smarter and more efficient way, streamlining the boarding process to one that's far faster and more convenient.

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**"We are honored to be advancing the realization of this digital transformation in travel and borders. Our cutting-edge identity verification platform and seamless travel solution approach redefines the travel experience. With consent-based one-to-one facial matching, your face becomes your check-in, ticket, boarding pass, and passport for border exit or entry. This is the future of the traveler experience. "**

Gordon Wilson, Vice President and Global Lead of Seamless Travel, Entrust

## The Transformation

Eligible passengers download the SmartCheck app from the Apple App Store or Google Play to their smartphone. Prior to traveling, the passenger uses the app to scan their identity documentation, verifying facial recognition alongside their tickets directly from their mobile device.

The new system then enables Eurostar passengers to expedite pre-boarding processes at the station by proceeding through a dedicated SmartCheck corridor with its walk-past facial biometric checkpoint. This fast, contactless route replaces the existing check-in process, automating the current manual UK exit check carried out by Eurostar staff. All that's needed is a baggage inspection and one passport check through French border control.

## Measures of Success

- The success of SmartCheck will be measured on the rate of passenger adoption and via surveys of passenger satisfaction.

- Eurostar aims to make the arrival and boarding experience faster and more seamless for all passengers.

- A seamless process at the station creates the possibility for more trains running between stations with fixed physical constraints.

- The goal within the first year of production is to reach 1,000 passengers per day via SmartCheck

**Learn more at**
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