



**InterVISTAS**

a company of Royal HaskoningDHV

# Mobile Technology – Possibilities and Pitfalls

***Nina Brooks***

*Director, Borders and Security  
InterVISTAS Consulting Inc.*

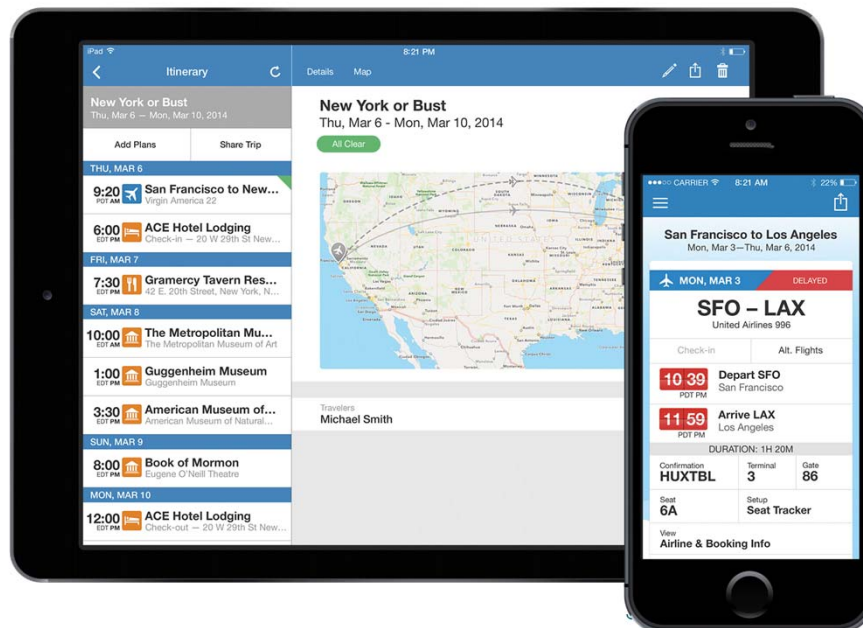
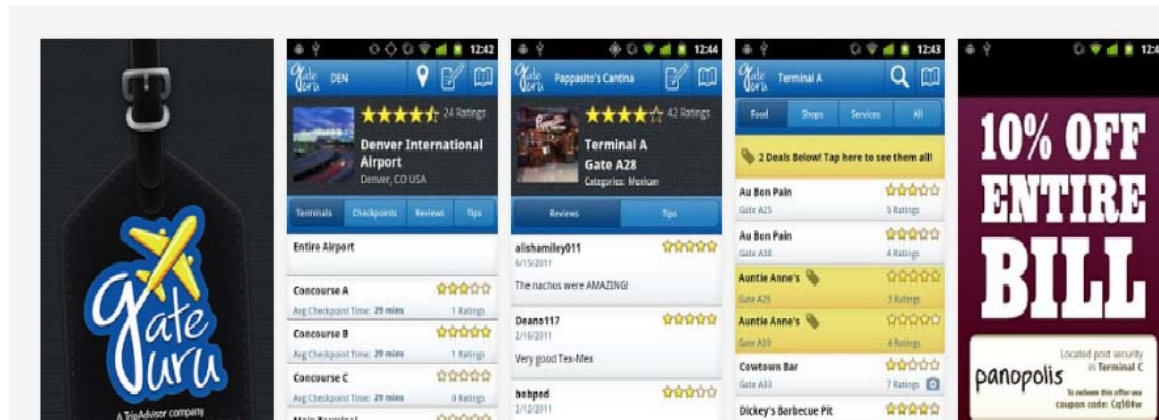
# Mobile Trends

- Increasing use of mobile technology
- More than 1 billion users globally
- Proliferation of consumer travel apps
  - Reservations
  - Boarding passes
  - Maps
  - Information
  - Submission of data
  - Payments



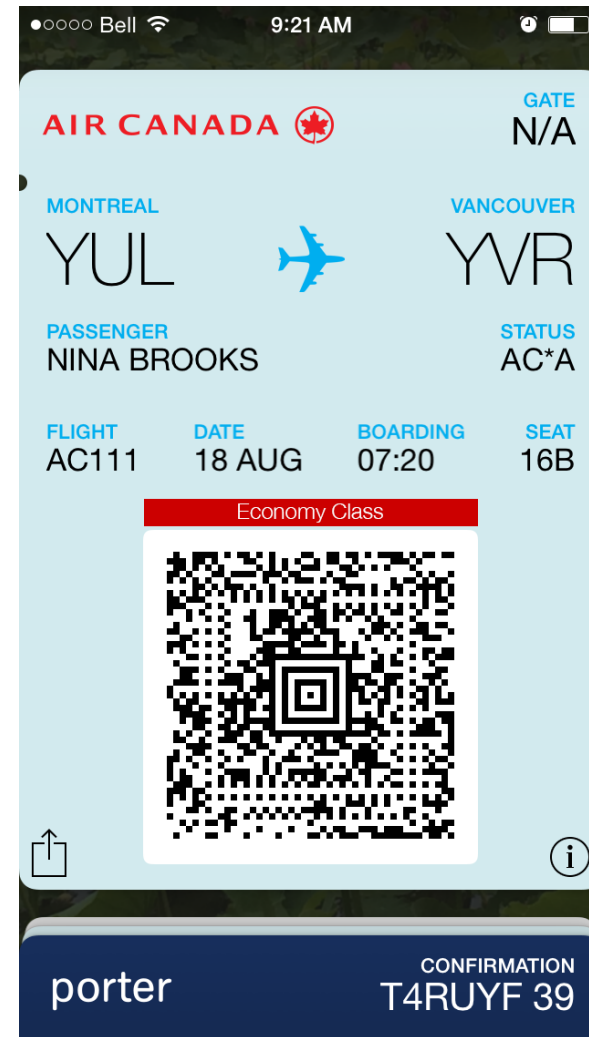
Renderings by Apple Inc. based on a concept by Steve HaskoningDHV for mobile devices. © 2010 Apple Inc. All Rights Reserved.

# Consumer Travel Apps

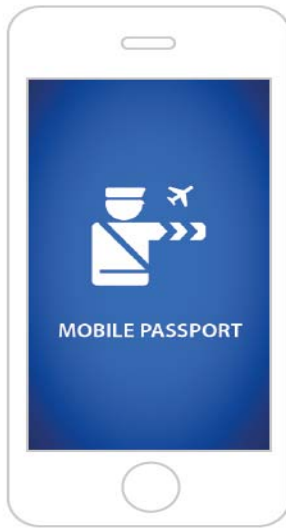


Trip to London	
Sat, 21 Jun, 2014	74°-52°
19:00	DL 401, JFK to LHR Terminal: 4 Gate: 2
Sun, 22 Jun, 2014	74°-50°
10:00	Avis - Pick Up 134 George Street, Marylebone,...
	London Hilton 22 Park Lane, Mayfair, London W1K 1BE, UK
Mon, 23 Jun, 2014	75°-50°
	London Hilton 22 Park Lane, Mayfair, London W1K 1BE, UK
Tue, 24 Jun, 2014	70°-51°
	London Hilton 22 Park Lane, Mayfair, London W1K 1BE, UK
Wed, 25 Jun, 2014	84°-69°
09:00	Avis - Drop Off London, United Kingdom

# Passbook



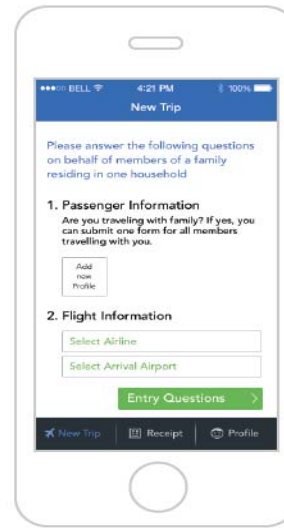
# Mobile Passport App



DOWNLOAD THE APP



SET UP YOUR PROFILE



FILL OUT THE FORM



GET THE RECEIPT

# Interactive Displays



# Business Use

- Process monitoring
  - Checkpoint, passport control, customs hall
- Passenger tracking
  - For airlines and authorities
- Electronic Flight Bag
- Aircraft Search



# Checkpoint Monitoring





# Passenger Tracking



# Staff Tracking



# Pitfalls

Sorry Captain, we  
don't have a data  
roaming package  
and there's no Wi-Fi  
on this planet



# Pitfalls

- Cyber security risks
- Privacy
- Connectivity
- Availability of WiFi
- Battery and recharge facilities
- Mobile restrictions
- Availability in some countries
- Evolving technology



# What Next?

- Security versus Facilitation – in the virtual world?
- Greater use of biometrics
- Passenger data, e-Visas, travel documents
- Consolidation or proliferation