

SmartGate

Australia's experience in implementing SmartGate October 2007

Presented by:

Gill Savage

National Manager,

Strategic Development (Passengers)

Australian Customs Service



Why does Australia need SmartGate?



Departures 7:52

Flight	Destination	Dep.	Status	Final call
GA 717	SYDNEY DENPASAR	8	PASSPORT CONTROL ↑	
AO 7867	DENPASAR	8:4	PASSPORT CONTROL ↑	
JQ 405	CHRISTCHURCH	8:4	CANCELLED	
QF 305	CHRISTCHURCH	8:4	CANCELLED	
CA 178	SYD SHANGHAI BEIJING	9	PASSPORT CONTROL ↑	
NZ 192	CHRISTCHURCH	9	PASSPORT CONTROL ↑	
UA 9565	CHRISTCHURCH	9	PASSPORT CONTROL ↑	
OS 8663	CHRISTCHURCH	9	PASSPORT CONTROL ↑	
SQ 238	SINGAPORE	9	PASSPORT CONTROL ↑	

SmartGate in operation



- Inwards passport control using an ePassport and face recognition technology
 - Check eligibility requirements
 - Match image of traveller to image in ePassport
 - Traveller is cleared or referred to Officer



The two-step process



Kiosk – checks eligibility



Exit – verifies identity



SmartGate kiosk



Touch Screen



Ticket Printer



Passport Reader



SmartGate exit



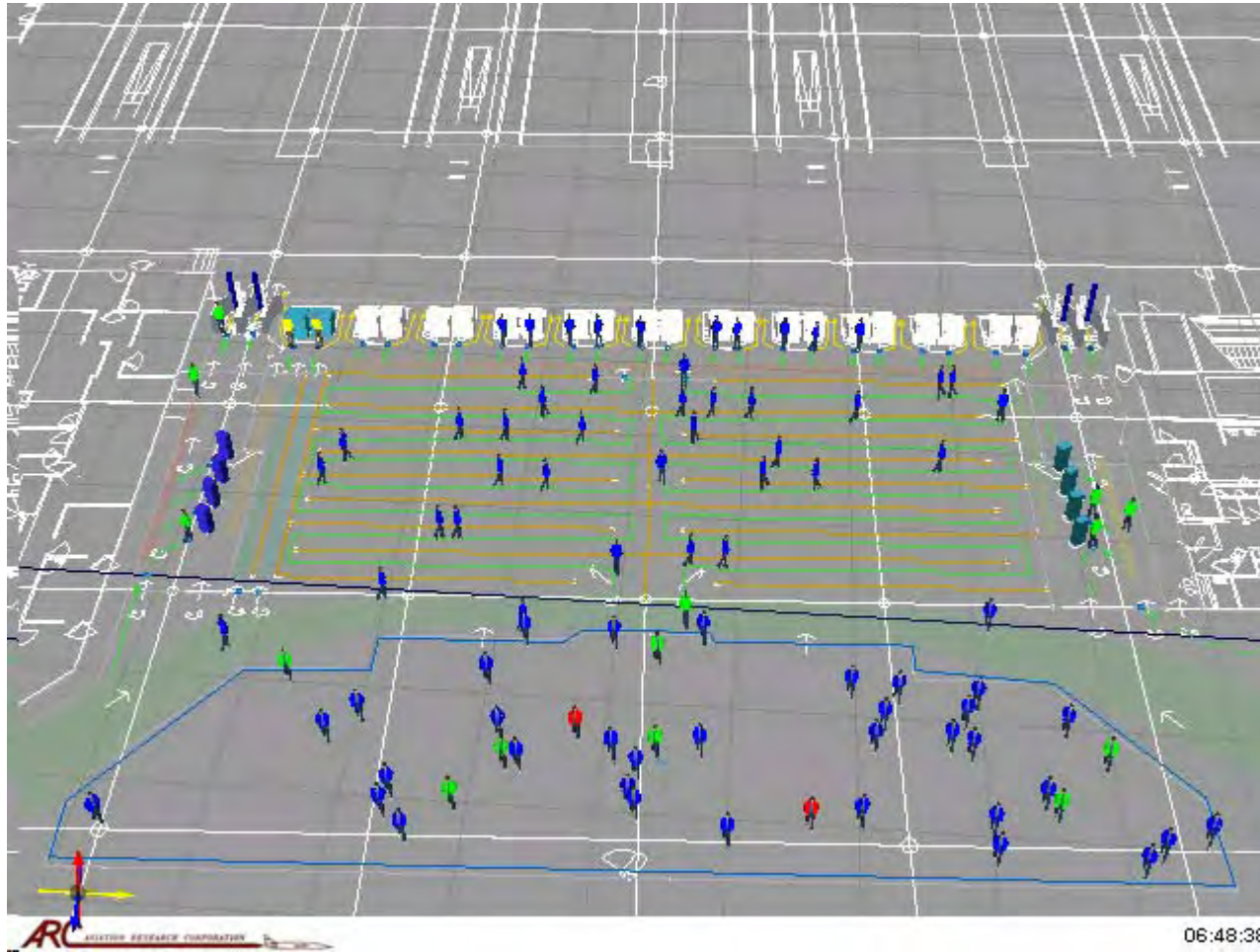
Camera

Exit

Ticket Reader



Modelling the concept



06:48:38



End-to-end business solution



- National solution, local tailoring
- Transformation approach
- Not just more of the same
- Post implementation review



Lessons learned



- Define the business outcome at the outset
- Transformation approach – its more than technology
- Manage relationships
- Apply technology in a pragmatic way



Current focus



- Staged implementation across Australia
 - Brisbane now in place
 - Cairns: December 2007
 - Sydney: April 2008
 - Melbourne: May 2008
- Raising awareness



Future directions

- SmartGate
 - Solution evolution
 - Scaling up
 - Outwards design
- National focus
 - Passenger Facilitation Taskforce
 - Collaboration with New Zealand

