IDEMIA Public Security Deploys Enhanced SMART-E Kiosks to Facilitate Improved User Experience for Civil Applicant Processing and Criminal Background Checks

IDEMIA's enhanced self-service kiosks are the first to facilitate in-person enrollment for state and local governments with a remote agent.

JUSTICE & PUBLIC SAFETY

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Reston, VA. September 4, 2025 – IDEMIA Public Security North America, the leading provider of secure and trusted biometric-based solutions, is proud to announce that it has begun deployment of their Supervised Multi-Acquisition Remote Technology for Enrollment (SMART-E) kiosks to facilitate an improved user experience for civil applicant processing and criminal background checks.

IDEMIA's new enrollment kiosks are the first to facilitate in-person enrollment for state and local governments with a remote agent, designed to enable operations per the NIST 800-63A digital identity guidelines and giving agencies the power of a robust enrollment center network in a small, scalable footprint. With no physical interaction needed and a 1:N agent-customer ratio, SMART-E can be located anywhere, including less-populated areas that may not be serviced with an enrollment center.

> *With user experience at the forefront, and no physical human interaction needed, our technology is an industry-first to facilitate in-person enrollment for state and local governments with a remote agent. As a market-leader in the identity enrollment space, I'm proud to continue providing states and government customers with the latest innovations in secure and advanced technologies.*

Christian Henry, SVP, Client Success, IDEMIA Public Security North America

IDEMIA has deployed these kiosks in both Pennsylvania and Colorado, with plans to have five states live in 2025, and at least 10 states live in 2026. The SMART-E kiosk demonstrates a fingerprint rejection rate under 2%, providing compliant, reliable, and accessible identity proofing solutions to a wide range of customers.

> *I'm thrilled to see the success of our upgraded enrollment kiosk so far in Pennsylvania and Colorado, providing residents with a fast, reliable way to complete their criminal background checks. As a long-time contributor to the criminal enrollment space, I'm excited to continue servicing more states with a secure, easy-to-deploy identity proofing solution especially amidst the increasing demand for fast, secure identity proofing and verification, such as for employment.*

Casey Mayfield, Market Leader, Enrollment, IDEMIA Public Security North America

Users of IDEMIA's next-generation proctored, remote biometric capture and identity proofing solution can enjoy the following benefits:

—》 **Lower Labor Costs:** Remote proctors and operators can be located anywhere in the country.

—》 **Less Overhead:** Reduction of facility and overhead costs.

—》 **More Hours of Operation:** Extended operating hours by having remote proctors and operators across all time zones.

The kiosk also demonstrates the following capabilities:

—》 High-resolution video with 180-degree view through camera.

—》 All communications occur over a mutually authenticated protected channel.

—》 Fully integrated with all peripherals to meet customer requirements, including a FBI-certified ten-print fingerprint scanner and a document scanner for government-issued IDs (ID-1/2/3) with paper.

—》 The remote agent is trained to detect potential fraud and to properly perform a remote attended enrollment with visual and voice feedback.

—》 Physical tamper resistance.

As a trusted partner to the U.S. government with decades of know-how in biometric security, IDEMIA is uniquely positioned to provide a range of innovative enrollment solutions to customers nationwide. To learn more about IDEMIA's enrollment solutions, click here.

About IDEMIA Group - IDEMIA Group is a global technology leader with more than 12,500 employees worldwide. Its two market-leading divisions deliver mission-critical solutions that simplify and secure interactions in the physical and digital realms:

• IDEMIA Secure Transactions (IST) is the leading technology provider making it safer and easier to pay and connect. With unmatched expertise in cryptography and credential issuance, IST is trusted by over 2000 financial institutions, mobile operators, automotive manufacturers, and IoT providers worldwide. Every day, IST secures billions of essential transactions, ensuring the highest levels of data protection and convenience.
• IDEMIA Public Security (IPS) is a trusted provider of government-grade and secure biometric-based solutions for 600 government, state and federal agencies. With decades of experience in biometric technologies, IPS enables safer, frictionless and fairer ways to secure travel, access and citizen protection.
For more information, please visit www.idemia.com.

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