



Public Security
& Identity

IDEMIA Modernizes Chile's Identity Management and Document Production System

The Chilean government chose IDEMIA, the leader in Augmented Identity, to modernize Chile's identity management system and deliver more secure biometric passports and national ID cards to its citizens. IDEMIA's 40 years of expertise in identity management and biometrics have enabled Chileans to enter the US Visa Waiver program.



CHILE

Population (2019 est.):
18.3 million

Land surface:
743,812 km²

Independence:
February 12, 1818

Key industries:
The leading industry of Chile is the services sector, which contributes 53.1% of the GDP

Interesting fact:
Chile is the longest country in the world from north to south at 4,269 km



Background

In 2010, the Chilean government set out to modernize its identification system and ID document production.

The Identification and Civil Registry Service (Servicio de Registro Civil e Identificación) chose IDEMIA to revamp its national identification and passport systems. The goals were straightforward:

- Modernize the procedures for capturing and managing data that identified individuals
- Provide citizens with new identity cards and passports with contactless chips in order to meet international security and interoperability standards in verifying the authenticity of ID and travel documentation
- Implement a new AFIS for citizen biometric verification 1:N at the time of enrollment

Overall, Chile sought to improve its services to its citizens and to give them the best and safest features for their identity documents.

Ambitious Goals

The government of Chile made it very clear that it wanted the highest level of service as well as an experienced partner capable of delivering a comprehensive and robust solution. After a competitive tender process, IDEMIA was assigned a ten-year contract in January 2012.

Establishing a PPP with IDEMIA

The contract with IDEMIA is built on a Build – Operate – Own (BOO) model. The main reason for entering a Public-Private Partnership (PPP) was the significant time savings offered by this model – Chile could thus ensure that the solution is deployed as soon as possible. Indeed, Chile realized that the service level, such as the document delivery time, could have an impact on the incentives of government employees. A top-notch level of service with great efficiency was a necessity.

An additional argument for the PPP for the country was the low impact on its budget. Chile did not need to come up with the funding for the project and the financial risks lie with IDEMIA. IDEMIA gets refunded over the time specified in the contract through an agreed-upon fee on the end-user.



Key Figures

Documents:

- Contactless polycarbonate ID cards
- Biometric passport with eDatapage

Volumes: 4 million ID cards and 400,000 passports produced each year

Over 600 enrollment stations in Chile and its 133 embassies worldwide



IDEMIA Takes Charge

After creating a local branch shortly after the contract signing, IDEMIA proceeded with implementing two central sites, each equipped with:

- a datacenter
- a document personalization center

In the datacenter all biometrics (face and fingerprint) and biographical information of the citizens are stored and processed. The personalization center deals adding citizens' data onto their passport's data page or ID card.

The main site has a personalization infrastructure for a total throughput of 2,000 ID cards and 280 passports per hour. The central database is able to store more than 20 million identities and support up to 250,000 transactions per day.

On top of that, the government of Chile expected the provision of back-end operations (implementation and operation of a multi-biometric identification system), production services, enrollment services, premium service to citizens and web services for third parties. Again, the PPP set-up made this colossal deployment possible in the shortest amount of time.

Successful Deployment Ahead of Schedule

IDEMIA's team launched the project in September 2013 – five months ahead of schedule. IDEMIA's local branch provides services such as the

- maintenance of the enrollment service points
- training for the customer's operators
- IT & AFIS administration and management of citizens' data
- personalization and distribution to citizens

The overall time needed from applying for an ID document to its issuance was drastically reduced. This significant time decrease was made possible thanks to the connectivity of the registration process and the optimization of the civil servant tasks, in particular the biometric verification AFIS/FRS.



Service Level

- > Contract signed in 2012 for ten years
- > Document delivery: 24 hours
- > Fast track delivery: three hours
- > Enrollment at home or in hospital
- > Notification via email and SMS
- > Payment by credit card

The concession encompasses:

- Enrollment infrastructure in more than 600 service points including fingerprint capture
- Operation of the overall identity management system
- Production and personalization:
We deliver the document to the customer who is in charge of the distribution up to the issuance point of the eID cards and ePassports to the citizen



Entering the US Visa Waiver Program

According to the Henley Passport Index, the Chilean passport now ranks as the most powerful passport in Latin America. The biometric ePassport, along with Chile's remarkable economy, also enabled the country to be part of the US Visa Waiver Program.

To become part of the US Visa Waiver Program is a long and complex process. The country is audited every year to make sure that the requirements are met or even improved. The Chilean government is extremely proud to be part of the program and, more importantly, to be the only South American country to have achieved this. Now every citizen in Chile is allowed to travel to the US without having to fill in a visa application form.

IDEMIA is very happy to have contributed to this incredible achievement.

Key Benefits

- > Better service to citizens:
 - The enrollment time has significantly decreased
 - The documents are delivered within a few hours
 - The passport status is available online
 - The citizens are allowed to travel to the US without a visa
- > The Chilean passport is the most powerful passport in Latin America and the only one benefiting from the US Visa Waiver Program

ADVANTAGES OF THE PPP SOLUTION FOR CHILE'S GOVERNMENT

Sharing of Expertise

With IDEMIA as partner, the Chilean government got access to over 40 years of experience as a leader in identity management and biometrics. IDEMIA ensures to deliver state-of-the-art technology in the most efficient way.

Time Saving

Setting up and running an efficient identity framework requires multiple skills. By acquiring the project experience of IDEMIA, the Chilean government could save a significant amount of time in the set-up and deploy the system rapidly.

Budget Management

By entering a PPP, the government's budget will not be impacted. IDEMIA as the trusted partner will provide the funding and is responsible for the necessary investment.

Risk Sharing

Long-term, large infrastructure programs always include a certain level of risk. As part of the PPP, risks are partly transferred to IDEMIA, in particular the financial and operating risks.