

MorphoMaestro™

Monitoring border control processes in real time



Today, an increasing number of border authorities are using self-service equipment such as kiosks and eGates to speed up the clearance process, and to identify and prevent threats. This equipment must be effectively supervised to meet security and facilitation imperatives. IDEMIA's MorphoMaestro™ addresses these challenges by providing border guards with real-time operational supervision of border control equipment.

IDEMIA's **MorphoMaestro™** is a **comprehensive** and **customizable** solution to effectively manage and control the clearance process, including manual counters, at land, air, and sea border crossing points. MorphoMaestro™ enables border guards to **simultaneously** monitor gates and kiosks in **real time** and take

control of equipment where necessary. **Available in two configurations:** fixed station and mobile application, **MorphoMaestro™** provides and facilitates the supervision of all travelers and supports border guards in assessing situations and taking adequate action.

Benefits



User-centric

- › Single solution to monitor kiosks, gates and counters
- › Synthetic overview of all traveler data, checks and results
- › Supports easy selection between basic overview or detailed information



Easy to integrate

- › Easy to connect to entry/exit ecosystems
- › Adaptable workflows to handle all passenger profiles



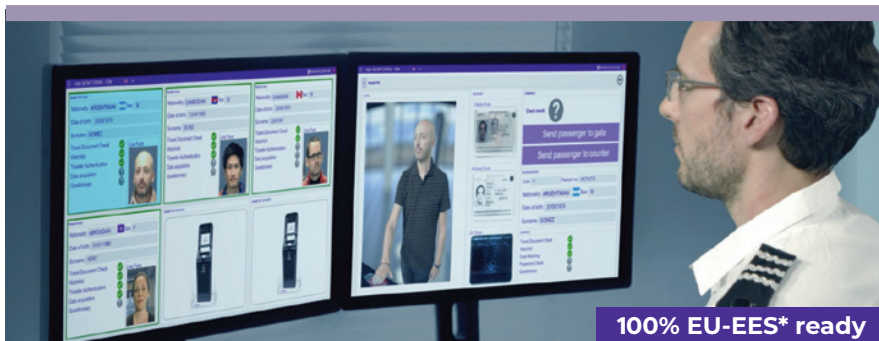
Optimized operations

- › Supports border guards in the decision-making process
- › Increased security and higher throughput



Built-in flexibility

- › Customizable user interface and workflows
- › Customizable levels of detail
- › Available in fixed and mobile configurations



IDEMIA, your #1 partner for border control programs

Serving more than 30 governments worldwide, IDEMIA has in-depth knowledge of border operations. We endeavor to meet your requirements and timelines in compliance with both local and international regulations. We provide a fully scalable suite of interoperable products, systems and services that help authorities design and implement border control solutions that adhere to privacy laws and legal requirements.

With more than 300 kiosks and gates monitored to date, MorphoMaestro™ supports border

guards in their daily operations in **APAC, Europe, the Middle East and Africa**. MorphoMaestro™ has already been instrumental in processing more than **8 million passengers** at Changi Airport alone. It has also helped the Australian SmartGate program to facilitate the supervision of passengers using self-service kiosks and automated gates at **eight international airports**. This included exception management to enhance travelers' border crossing experience.

*EU-EES: European Entry/Exit System

>> A modular solution for remote supervision and immediate intervention

USE IN CONTROL ROOM



All controls are displayed on a single screen in real time: biometric checks, travel document authentication and background check results



Live video monitoring of data capture process



Remote equipment monitoring: reboot, start, stop



Customizable data display



USE BY FIELD OFFICERS



Officer guidance: immediate reception of passenger main data, instructions and procedures



Real-time alert



Compatible with Android and iOS



Connectivity: 4G, Wi-Fi, Bluetooth



MorphoMaestro™ additional benefits

USER-CENTRIC

- › **Zoom-in capability:** Detailed view of specific cases being dealt with by border guards
- › **Ergonomic display** of alerts to draw the guard's attention
- › **Live alerts:** Seamless handover from desktop to officer in the field using the mobile app
- › **Dynamic alerts** on watchlist hits
- › **Intuitive alert display:** Color-coded information and pictograms
- › **Live CCTV** stream for improved process monitoring
- › **Real-time** exception management remotely from a desk and/or locally with a mobile app
- › **User-friendly interface:** Designed by specialized UX designers in cooperation with border guards

BUILT-IN FLEXIBILITY

- › **Easy customization** of the different levels of detail to meet individual requirements
- › **Easy customization** to address the needs at various border crossing points (air, land, sea)
- › **Customizable layout** for desktops, smartphones and tablets
- › **Optimized data display:** Easy filtering functions for quick decision making, helping border guards prioritize tasks

OPTIMIZED OPERATIONS

- › **Real-time view** of each piece of equipment
- › **Augmented reactivity:** Border guards focus on alerts and exception management
- › **Increased security** using on-the-spot, real-time intervention

- › **Improved** resource management
- › **Remote supervision** of level one officers
- › **Enhanced** passenger experience
- › **Higher throughput** thanks to reduced queue disruption
- › **Comprehensive logs** for audit purposes
- › **Real-time** display of results as data is captured by the equipment and processed by the system

EASY TO INTEGRATE

- › **Easy to connect** to third party equipment
- › **Compatible** with self-service kiosks, gates and counters
- › **Real-time interaction** with travelers through intercom and remote intervention