



## CASE STUDY



### SWIFT IMMIGRATION PROCESS AT THRIVING TOURIST DESTINATION

#### Express disembarkation for cruise ship passengers through smart deployment of mobile technology

Eager to guarantee arriving cruise ship visitors a better immigration experience, one Caribbean Island nation decided to invest in new technology that would help it achieve better disembarkation timings and avoid lengthy queues.

DPM Systems helped the island overcome the physical challenges by supplying a revolutionary border control application, drastically reducing waiting times and ensuring passengers' comfort when visiting the island.

#### CHALLENGE

With new plans to shake up tourism and attract visitors all year round, one particular Caribbean Island's immigration department is increasingly looking towards technology.

DPM Systems Ltd were asked to help bring about a modern, technically focused solution, which would help process visitors, such as cruise ship passengers, faster. Updating older immigration processes with new emerging technologies will make long queues at the ports a thing of the past, whilst at the same time ensuring secure control of the borders.

#### SOLUTION

Addressing each challenge in turn, DPM have been extremely innovative and presented a revolutionary solution - a hand-held Border Control Mobile. This will not only hasten the processing times, but also provide an improved traveller experience.

#### Advantages of DPM Systems Border Control Mobile

**Passengers:** DPM Systems Border Control Mobile provides a streamlined data capture workflow that facilitates rapid information gathering and checking, resulting in reduced waiting time for passengers embarking and disembarking from vessels. The system allows non-contact reading of travel documents, maximising hygiene and enhancing passenger safety and confidence.

**Airports & Seaports:** DPM Systems Border Control Mobile is created with both airports and seaports in mind, to facilitate fast and secure processing of passengers to reduce queuing and wait times. A handheld solution is highly portable, robust, and easily maintained and can be deployed within the arrivals and departure areas of a port with minimal infrastructure and space requirements.

**Border Authorities:** The hand-held solution has been designed to incorporate the needs of the stakeholders within a country and help secure its borders and helps prevent serious crime. Every device incorporates industry-leading biometrics and document reading capabilities. We work with our customers to design tailored solutions to meet their needs, taking advantage of our extensive experience in delivering compliant solutions.

**Passport Scanning:** DPM Systems Border Control Mobile solution allows a wide range of Android-based smartphone and tablet devices to be used for portable travel document scanning. Arrival/departure record creation and watch list check functions in

remote locations can be implemented at an affordable price. Without requiring specialised external hardware modules, DPM Systems Border Control Mobile utilises the smart device's built-in camera to capture a high-quality image of the passport

**Subject Interrogation:** Using the information scanned from a travel document or details entered manually using the smart device's soft keyboard, real-time person information can be retrieved from the central border management system. An operator can request current and historical watch lists, up-to-date passport and visa details, travel history, and relevant address information using the smart devices' connection to the cellular network.

## RESULT

In creating a unique hand-held device for immigration purposes, DPM have introduced a revolutionary system, which allows border control officers to board cruise ships and deal with passengers directly in a relaxed and informal setting. Passports are scanned, whilst subject interrogation applications interface directly with traditional border management systems. This beneficial, safe, and swift disembarkation process provides numerous advantages and guarantees visitors enjoy travel in comfort.

Following careful and in-depth consultation, the initial device has now grown to a full and successful deployment by the Caribbean border immigration authority, welcoming cruise ship passengers to its shores in an optimised experience.

DPM Systems are confident that the beneficial features will make the system a must-have device, both in its current role and also for potential new use cases, allowing its capabilities to deliver quicker and target-driven results to a much wider audience.

## BENEFITS

- **Better Visitor Experience:** Passengers disembarking from a cruise ship are allowed to do so in a relaxed and informal manner. The less stressed visitors have more time to stay on the island and enjoy the culture whilst at the same time being more inclined to purchase goods, thus helping the local economy. Their incredible memories will be shared with family and friends back home, ultimately encouraging new visitors to the island.
- **Enhanced Mobility:** The device can be used remotely in any location, including cruise ships, ports, and urban areas. It is capable of Arrival/Departure record creation and watch-list check functions. Its lightweight design, featuring an integrated carrying strap allows for one-handed operations. A long battery life delivers extended remote usage and the device is built to survive knocks and scrapes in the field
- **Enhanced Security:** The device has local and remote login capabilities in conjunction with VPN access to give it enhanced external security. Using information scanned from a travel document or details entered manually using the smart devices' soft keyboard, real-time person information can be retrieved from the central IMCS border management system.
- **Access & Technology:** The device does not require specialised external hardware and utilises smart devices' built-in camera for MRZ (Machine Readable Zone) capture. It can be interfaced with any border management system. The NFC (Near-field communication) technology means ePassport chip data can be extracted and viewed directly on the device. Arrival and departure records are created and watch lists can be checked from remote locations

- **Real-time Information:** The solution operates to deliver 99.9% accuracy when scanning travel document MRZ (Machine Readable Zone), completing in 2 seconds or less

## THE FUTURE

Currently, DPM's hand-held devices are deployed by immigration officers, both in the Caribbean and at cruise ship ports in Miami, US. The benefits of the device are extraordinary and DPM are planning to introduce its unparalleled advantages to other cruise ship destinations, as well as modify its use to suit and benefit different industry sectors across the world.

DPM Systems are extremely adaptive in their approach to this solution and if you have any particular requirements that resonate with the capabilities of this device, please feel free to contact us and let us propose how we may be able to help you attain your goal.

[Book A Free No Obligation Consultation Today!](#)

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