



CASE STUDY

Gemalto Offers Solutions to Hotels and Casinos for Enhanced Security and Efficiency

InterContinental® Singapore demonstrates flexibility of Gemalto Document Reader solutions

As hospitality properties around the world seek ways to enhance security while delivering outstanding customer service, they require innovative solutions to meet their individual needs. Security regulations in many countries require hotels to check IDs and travel documents for guests, as well as keep accurate records and provide reports to officials as necessary. At the same time, hotels have an interest in serving guests quickly and efficiently while helping to provide a secure environment.

Casinos share many of these goals, but with additional needs in various locations of the property. For example, at the cash cages where cash and chips are exchanged, casinos may wish to verify the identities of guests to help prevent fraud and meet the requirements of money laundering laws. Additional amenities such as VIP rooms and membership areas present further needs to validate visitors' identities and provide the appropriate level of service.

Gemalto Document Data Capture and Authentication Solutions have been deployed in a number of premier hospitality destinations around the world. Solutions like Gemalto Document Reader QS1000 and Gemalto Document Reader AT9000 MK2, combined with Gemalto's flexible software options, are helping hotels and casinos protect customers and assets, as well as meet government regulations. But these solutions also go far beyond the basic functions of security. At many properties, Gemalto's products are helping employees deliver top quality customer service and enhance operational efficiency.

InterContinental® Singapore

The InterContinental® Singapore provides an excellent example of how Gemalto document readers and software



can be utilized for both security and efficiency. Regulations in Singapore require hotels to check and keep a record of guests' travel documents. While some properties utilize photocopy machines or desktop scanners to make copies of ID cards or passports, the InterContinental® Singapore utilizes the Gemalto Document Reader QS1000 to quickly and accurately capture this information.

“Many guests reach us after 12 hours of travel or more, so a quick check-in process is an important way for us to welcome them. At the same time, there is still a large amount of information we need to accurately capture. This system lets us do both.”

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Once a document is scanned in the reader, the system can populate selected fields on the guest profile of the Property Management System (PMS). Required information is automatically extracted and used to fill in registration information. In less than three seconds, the hotel can accurately capture this information, speeding the guest check-in process, helping to prevent long queues. This information can also be utilized to check against key customer lists, corporate accounts, or law enforcement watch lists. Importantly the customer never loses sight of their passport as the document reader is positioned on the front desk with the agent. Reports can quickly be generated, complete with full-color images of guests' travel documents.

"Gemalto's solution helps us provide a very high level of customer service," said Law Swee Heng, IT Manager, InterContinental® Singapore. "Many guests reach us after 12 hours of travel or more, so a quick check-in process is an important way for us to welcome them. At the same time, there is still a large amount of information we need to accurately capture. This system lets us do both."

As part of its offering of hotel solutions, Gemalto has developed a software interface for its passport readers and OPERA, the leading PMS in the hotel market. Hotels utilizing the Oracle® Hospitality OPERA suite system can quickly and simply incorporate Gemalto readers. Gemalto also works with other integrators, providing an easy-to-use SDK that gives users the flexibility to integrate Gemalto readers with other PMS software.

Versatile Applications

Hotel and casino properties demonstrate the versatile applications of Gemalto document readers and software. The Gemalto solution for hotel check-in as described above, may also be used for security and compliance in casinos. Gemalto's solution for both data capture and authentication is the Gemalto Document Reader AT9000 MK2, which is integrated with an authentication software library to authenticate many different types of identity documents. These tools can be utilized by the resorts and casinos for several purposes. In some jurisdictions, regulations require citizens and legal residents to pay a gaming levy before being allowed entrance to a casino, therefore document readers can be a key part of meeting the requirements of the law. The readers are utilized at entry and exit points to casinos in an effort to keep accurate records of residents' visits. Document readers can also be employed at casinos' cash cages, where ID authentication can help address the potential for financial losses due to fraudulent ID usage. Finally, readers can play a role in casinos' VIP and membership areas. Gemalto's solution can be used to verify a visitor's ID before issuing a membership card or allowing entrance into an exclusive area.

Decades of Expertise

For more than 30 years, Gemalto Document Readers (formerly 3M Document Readers) has helped governments and organizations develop successful security initiatives. Gemalto has the expertise necessary to meet the increasing security needs of the hospitality industry and enhance efficiencies in hotels and casinos all over the world.

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