

ESP install and maintain biometric self-boarding gates at JFK T5

Biometric self-boarding gates are installed within an airport at the point where passengers are ready to board. Traditionally, passengers would present their boarding cards to an agent for a final check before embarkation. This hardware is installed at that same point of contact, but now allows passengers to scan their passes for themselves, reducing staffing costs and catering to the new, contactless way forward.

International flight passengers have their faces scanned by the biometric hardware, while domestic flight passengers scan their boarding cards. If everything is correct and approved such as face matches with the TSA database and correct flight numbers, the gate opens. If there is a problem or error the passenger is then directed to see an agent.

The challenge

One of our clients at JFK airport was looking to install 100 self-boarding gates in an effort to reduce costs and streamline a seamless, contactless, passenger journey facing the next evolution of changes in the aviation industry. We provided a team of reliable, security cleared, experienced staff to meet the staffing requirements required to facilitate this project.













“ESP is delighted to support our customers with their transitions as the aviation industry adapts to the evolving travel processes. We're proud to be able to offer flexible solutions that match the ever-changing climate, and we look forward to deploying and supporting new technology in other airports.”

Andy Wilson, ESP's Director, Global Aviation Services

Our solution

Offering flexible and custom packages, ESP was prepared to work with the customer to meet their needs and expectations. With the customer providing necessary access, permits, and procedures, ESP's experienced engineers supported the airline with the project from delivery, assembly, and installation, straight through to testing, go live, and in-service support.

Our engineers worked diligently with the client to:

-  Move the hardware to its final location
-  Unpack the equipment and dispose of packaging
-  Check for any cosmetic issues
-  Build the gate per manufacturer instructions
-  Connect the hardware to power and network
-  Provide workstation and peripheral updates
-  Commission and test
-  Prepare operational handoff
-  Provide enhanced support for go live
-  Offer 24/7 operational support

Outcome

Our engineers worked diligently with the client to move the hardware to its final location, unpack the equipment and dispose of packaging, check for any cosmetic issues, build the gate per manufacturer instructions, connect the hardware to power and network, provide workstation and peripheral updates, commission and test, prepare operational handoff, provide enhanced support for go live and offer 24/7 operational support.

