

# Orchestra™

USER CENTRIC

REAL-TIME  
DATA SHARING  
& MONITORING

BUSINESS PROCESS  
ORCHESTRATION

INTEGRATION &  
INTEROPERABILITY



Orchestra is a digital identity management platform for connecting multiple stakeholders around the traveller journey, enhancing security, customer experience and operational efficiency.

Supports stakeholders, such as airports, airlines and border control authorities, as the orchestration of the workflow(s) and a hub of multi-source data streams. As travellers are processed by the platform, valuable data is generated, enabling data driven decision making

## Key benefits for:

### Travellers

Unique seamless experience based on biometric single token providing convenience and safety

### Airports

Increased throughput at each checkpoint provides operational efficiency and revenue optimization

### Border Forces

Enhanced border security leveraging on biometric and travel document authentication

### Airlines

More efficient processes allow for cost optimisation and maximisation of customer experience

Orchestra provides cross-cutting advantages to all stakeholders involved with traveller flow management. These include: authentication, authorisation, biometrics, business rules management, routing, messaging, auditing, protocol bridging and data transformations.

It is presented as a set of components (server backend software and client frontend applications), which mediate all interactions between service enablers and their clients (devices, applications or other service enablers), through stable and industry-standard interfaces which can be used to integrate multiple devices.

### Biometrics

Improved traveller experience leveraging biometrics for efficiency and experience while prioritising data security and privacy.

### Collaboration

Interoperability and efficient communication between multiple travel stakeholders across the end-to-end traveller journey.

### Optimisation

Superior performance, information and cost efficiency for all Stakeholders.

## Data-informed decision-making for all stakeholders

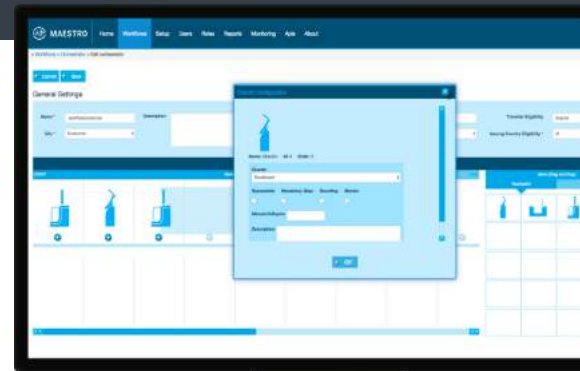
Rich collaborative platform providing real-time intelligence and end-to-end traveller-centric ecosystems management. Vision-Box centralised management and decision-making platform orchestrates all virtual and physical security elements. Bridging the information flow between biometric and biographic points as well as multi-source data streams, the platform allows for a powerful informational structure for decision-making.



### Inspector

#### Process Monitoring

Operation Monitoring tool for the end customer to oversee in real time the processing of travellers. Displays the relevant information with clarity and easy to read alerts, offering the possibility of immediate action on exceptions.



### Maestro

#### System Administration

System Administration tool used by Vision-Box Professional Services to configure the Orchestra Service Platform to the requirements (workflows, business rules) of the customer.



### Reporting

#### Performance Monitoring

The Performance Monitoring of Orchestra Service platform is designed (and configured) for customer management needs, providing Business performance reports. Customers can also export performance Data for their own Business Intelligence Tools



### Health Monitoring

#### System Health Monitoring

Provides alerts and detailed information on the health status of the touchpoints and Orchestra services. Health Monitoring is both used by Vision-Box Operate (while providing Support and Maintenance) or the Customer's IT Operations (directly, or by integrating Health Monitoring data into their own Systems Monitoring tools).

## Biometric single-token enabler

Orchestra plays the central role in converting complex traveller processing into a seamless travel experience.

The platform enables the centralised management of travellers' identity, allowing for the use of a biometric single-token across the different touchpoints on the traveller journey.

The gallery management system optimises the time and accuracy of the biometric processes by customising the number of galleries and minimising its size according to each specific use case.

## Data Security

The Orchestra platform follows strong security standards. It provides security access control (authentication/authorisation), data encryption both at rest and in transit; and network security through firewalls, whilst keeping an audit trail of all system operations

### Focus on data security management:

- Centralised data storage (explicit configuration, encrypted private data with transient lifecycle, REST interfaces)
- Use of AES 256 encryption
- TLS-based communication

### Secure development lifecycle:

- Permission based on auditable source code access
- Static application security testing (SonarQube)



## Privacy by Design



The platform is **Privacy by Design** certified since May 2018, by the **Privacy by Design Centre for Excellence at Ryerson University (CA)**, the world's leading authority in Data Privacy.

Proactive, not reactive. Preventive, not remedial

Privacy as the default setting embedded into design

Full functionality – positive-sum. Not zero-sum

End-to-end security – full lifecycle protection

Respect for user privacy – keep it use centric

## Interoperability

The platform unifies the integration with the stakeholders' multiple external systems and apps through the ESB service.

### Border Control

- Border management systems
- Watchlists (Europol, Interpol)
- Central databases (CBP TVS, EES)

### Airports

- AIDX, AEA, AODB, FIS, AMS
- Common-use (CUSS, CUTE, CUPPS)
- Airports mobile apps

### Airlines

- CUSS applications
- DCS (Type-B, WebAPI)
- Airline mobile apps

### Third Party Systems

- Third party touchpoints
- Health pass / certificate

## Flexibility

Orchestra is built on flexible architecture to support a multitude of configurations and adapt to the needs of each customer requirements.

### Workflows

Tailored combinations of touch points and workflows

### Business rules

Definition of business rules to match legal and operational requirements (e.g., age, accepted documents and nationalities)

### Biometric engines

Support both Vision-Box and 3rd party biometric engines

### User Interface

Customisation of UI with customer branding and localisation of the messages

### KPIs and reports

Configurable reports to extract the most value from data

## Scalability

Given its scalable architecture, the platform is able to support the growth of the customer organisation, from 1M to 100M travellers per year. Built with redundancy and fault tolerance mechanisms, Orchestra ensures high availability of mission critical services.

## Industry collaboration

Vision-Box works together with its customers and travel industry entities to build a platform adapted to the needs of the full ecosystem. Vision-Box follows established industry guidelines, whilst it is also a driving force for the industry contributing to initiatives such as the IATA one ID.



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