Finnair And Finavia Test Face Recognition Technology At Helsinki Airport Check-In

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Finnair and Finavia, together with Futurice, will test the use of face recognition technology for the check-in process of Finnair flights at Helsinki Airport. During the test period taking place between May 2 until May 23, the companies will gather information on the applicability of face recognition technology to the airport environment and the systems and processes used by the airline. Finnair has invited a group of 1,000 frequent flyers to take part in the test.

"Face recognition technology could offer possibilities for smoothening the departure process from the customer's point of view, and eliminate the need for a boarding pass," saysSari Nevanlinna, Head of Ground Experience and Ancillary at Finnair. "This test will give us information on the applicability of face recognition technology for our processes, and the impact it has on the customer experience."

Finnair customers taking part in the test will use a test application to send their face portraits to the test system. When checking in to their flights, customers will use a designated check-in desk, where the face recognition technology will be installed. A customer service agent will then check the customer's travel information and indicate in the test system if the face recognition was successful.

"We want to make air travel flow even smoother and be involved in further developing the customer experience," saysHeikki Koski, Vice President of Helsinki Airportfor Finavia. "Facial recognition is part of the larger megatrend of biometric recognition, and it will enable "Hands in the pockets" travelling, where you no longer need any travel documents. When all travel-related information is digitized, it takes less time and is easier to get through the checkpoints at the airport. Last year, we tested facial recognition technology at the employee security control and the results were very encouraging."

The system used in the test is provided by Futurice, and built using widely available hard- and software as well as cloud-based services, and with a strong view to the customer experience.

"We use face feature based face recognition technology, which turns facial images into untraceable biometrics IDs," saysTu?berk Duman, Project Manager at Futurice. This enables us to identify registered passengers on the go without having to store images. This test will provide useful information on the use of this solution for environments with large customer flows and tight security needs."

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About Finnair
Finnair flies between Asia, Europe and North America with an emphasis on fast connections via Helsinki, carrying more than ten million passengers annually. In 2017, Finnair's extensive network connects 18 cities in Asia and 7 cities in North America with over 60 destinations in Europe. The airline, a pioneer in sustainable flying, was the first European airline to fly the next-generation, eco-smart Airbus A350 XWB aircraft and it is the first airline listed in the Leadership Index of the worldwide Carbon Disclosure Project. The only Nordic carrier with a 4-star Skytrax ranking, Finnair has also won the World Airline Award for Best Airline Northern Europe for the past seven years running. Finnair is a member of oneworld, the alliance of the world's leading airlines committed to providing the highest level of service and convenience to frequent international travellers.

About Finavia
Finavia provides and develops airport services with focus on safety, customer-orientation and cost efficiency in Finland. Finavia's comprehensive network of 21 airports enables international connections from Finland - and to different parts of Finland. Helsinki Airport is the leading Northern European transit airport for long-haul traffic. Revenues in 2016 were EUR 381 million, and the number of employees 1900.www.finavia.com

About Futurice
Futurice is a growing international company that designs and creates innovative digital services for companies in a wide variety of industries ranging from energy to media. Since 2000, Futurice has helped clients develop their own business and traditional corporations meet the challenges of digital transformation. Futurice has offices in Berlin, London, Stockholm, Munich, Tampere and Helsinki.

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