BioVisa

In response to the needs of governments wanting a fast and efficient way to manage the biometric visa issuing process, ZETES is offering a flexible, highly secure solution. The company is able to handle all of the processes involved in issuing the BioVisa, and adapts its business model according to the customer's needs: "Build, Operate & Transfer", "Build & Transfer ", outsourced registration services or a mixed model.

The visa: a necessary tool to stimulate the economy and tourism, but also to tighten national security.

The visa issuing process has changed a lot in recent years, particularly with the introduction of biometrics. Combined with a modern passport, the ability to issue visas securely is an essential component of today's safe and efficient border control systems. It is also a tool that helps to ease the flow of people through checkpoints.

Recent events have demonstrated the need to identify individuals unambiguously, but security is not the only important aspect of

authentication. The economy also has a primary role because simplified entry procedures favour business transactions and tourism, which is a very active sector and a significant source of income for many economies.

To respond to the needs of governments, which are looking for solutions that will manage all processes related to the issuing of biometric visas quickly and efficiently, ZETES offers a solution that guarantees a high degree of data security but also remains flexible, since it is adaptable according to customer requirements.
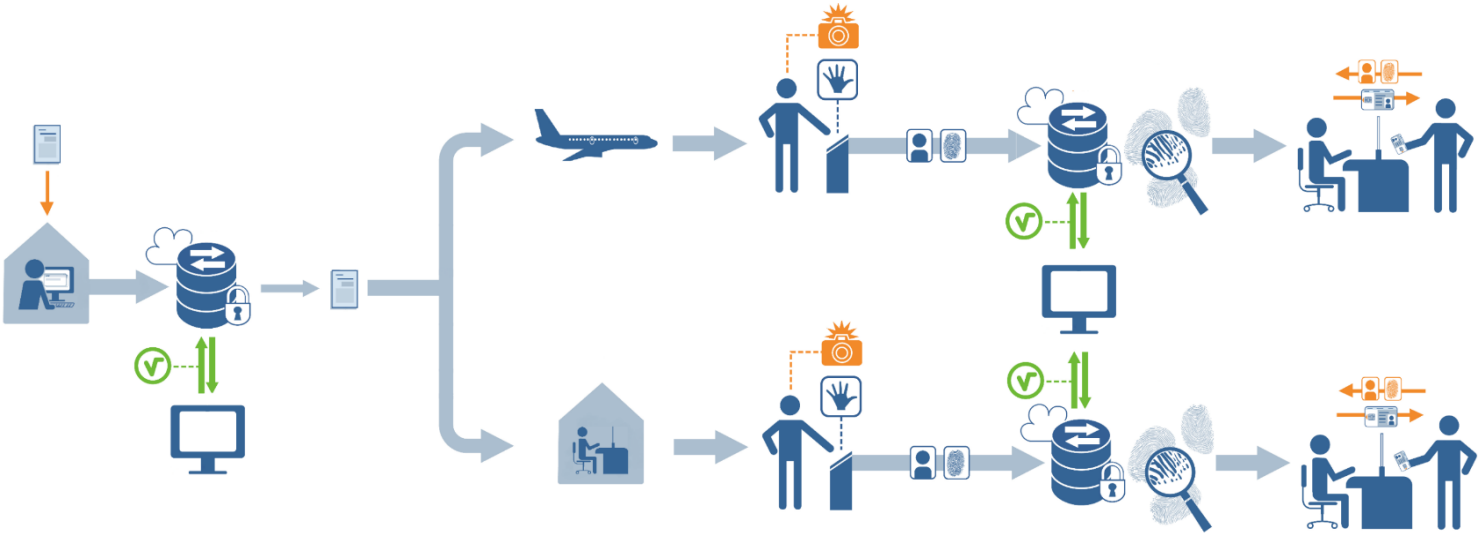
Managing all processes

Zetes handles the entire process, which includes the following steps:

- **Pre-registration, travel authorisation, online prepayment and interfacing with the bank for payment card approval.**

  This functionality provides relief to consular and embassy staff, and saves applicants the effort of travelling to registration offices and waiting in long queues. Thanks to this preliminary phase, the border control authorities can conduct an initial analysis of the application and then approve or reject it. An applicant who receives an affirmative reply can obtain the visa by registering his/her biometric data either via the embassy or immediately on arrival in the destination country.

- **Once the visa application has been submitted and paid for, biometric registration must take place, in compliance with ICAO standards. This may be done**
  - at the embassy
  - at an outsourced registration centre (Visa Application Centre, VAC)
  - on arrival at the airport (border).

  The following stages also occur at the time of this procedure:
  - centralised control and authorisation
  - AFIS/ABIS deduplication
  - visa printed and issued.

The solution is also integrated with the databases of the national security agency and Interpol systems to perform more in-depth identity checks based on collected information. This should make it easier to detect any suspicious individuals.

The ZETES solution responds to the main challenge of the authorities in this type of project, which is to find a solution that is easy to deploy in different consulates and embassies all over the world, and which would gather the data from these far-flung registration points, to create a centralised database.

Easy-to-install registration stations

To install systems on many different sites all over the world, you want to be able to count on an integrated system that is easy to install, handle, and maintain. ZETES fixed stations have all of these advantages, and combine biographic registration and digital signature functionality in a single unit. Their optimum ergonomics, both for applicants and for registration agents, also greatly facilitates the training of personnel.

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Several operational models

The needs in terms of infrastructure and management vary from one country to another. That is why the ZETES solution is structured to be able to satisfy different requirements:

- as a solution
  - on the Build & Operate model
  - on the Build & Transfer model
- as a service

As a solution

The BioVisa solution may be proposed as a solution, whether on the Build & Operate model or the Build & Transfer model. In the Build & Operate model, ZETES provides the initial investment in the infrastructure, and retains ownership of it. It is then paid according to the number of documents issued. In the Build & Transfer model, the authorities buy the equipment and solutions, which are operated by their own personnel, who have received training from ZETES experts.

As a service

The demand for outsourcing solutions to process visa applications keeps growing. In fact, as described above, it is clear that the issuing of visas involves an increasingly complex technical process requiring human resources and a more sophisticated computer infrastructure. In view of this problem, a growing number of diplomatic missions are seeking to optimise the efficiency of their service. Their objective is to enable their agents to focus on their main task, which is to decide whether or not an applicant has the right to receive a visa.

To achieve this, they need a partner capable on the one hand of providing the physical locations (visa centres, VAC) in several countries and, on the other hand, of offering a robust technical solution for the processing and deduplication of biometric data. To cope with this change, ZETES has set up appropriate partnerships providing the necessary experience to set up and manage visa centres all over the world.

Mixed model

A given country may choose to use some units of each model in different locations according to the resources available in its various diplomatic missions all over the world. The two models can easily be combined within a single project.

Services delivered on a worldwide scale

The visa issuing hardware and software solution goes hand-in-hand with the provision of support and maintenance. ZETES is also able to create installations and dispense training in embassies, consulates, and registration offices all over the world.

To date, ZETES has equipped and still manages 192 registration centres in 142 cities and 97 countries.

Security

Security is a central factor in any citizen identification project. By offering a complete solution, ZETES reinforces this aspect. Complete management of the process by a single partner limits the number of data transfers between infrastructures. This hermetically sealed mode of operation reduces the opportunities for outside parties to attempt to extract data fraudulently. Moreover, ZETES is ISO 27001 certified. This is the only internationally-recognised standard for the definition of security prerequisites for the implementation of an
Information Security Management System (ISMS).

Deployment in six months

In addition to the security aspect, working with ZETES has many advantages for the authorities. Besides offering an all-in-one solution and the capability to deliver a model that satisfies customer needs on different sites, the company has the necessary resources to carry out rapid deployment within six months of a contract being signed. For a Build & Operate model or a Registration service, the project will only require a limited investment by the authorities, because ZETES has sufficient financial resources to handle the set-up costs.

Technical characteristics of the visa

Although the design and certain security elements vary according to customer requirements, visas produced by ZETES generally have the following characteristics:

- 2D barcode and electronic signature
- biometrics (fingerprints)
- security elements (hologram, UV, guilloche-patterned background, etc,)
- colour photograph

The ZETES registration solution installed in embassies, VACs, and consulates all over the world

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