



NEC  delight





Introduction

The COVID-19 pandemic adds a heightened focus on hygiene and safety to the consumer environment. Today customers want a quick and clean experience when shopping, traveling and entering public venues. This can be facilitated using a single, secure Digital ID on the NEC I:Delight platform.

Combining AI and biometric technologies, NEC I:Delight helps streamline both physical and digital identities into a single platform for secure authentication and transactions.





NEC |:Delight

Personal, Unified, Secure

Utilizing NEC's award-winning biometrics and the I:Delight platform, customers can enjoy streamlined and secure transactions in countless environments, including travel, retail, hospitality, sporting events, financial services, offices, healthcare and education.

The platform is built with a privacy-by-design approach and operates purely as an opt-in service. Upon registering, users receive a view of the services they may sign up for and the associated benefits. This transparency extends to the opt-out process, which is as simple as the registration process.

Here are various ways NEC I:Delight can be deployed and expedite your Digital Transformation projects.

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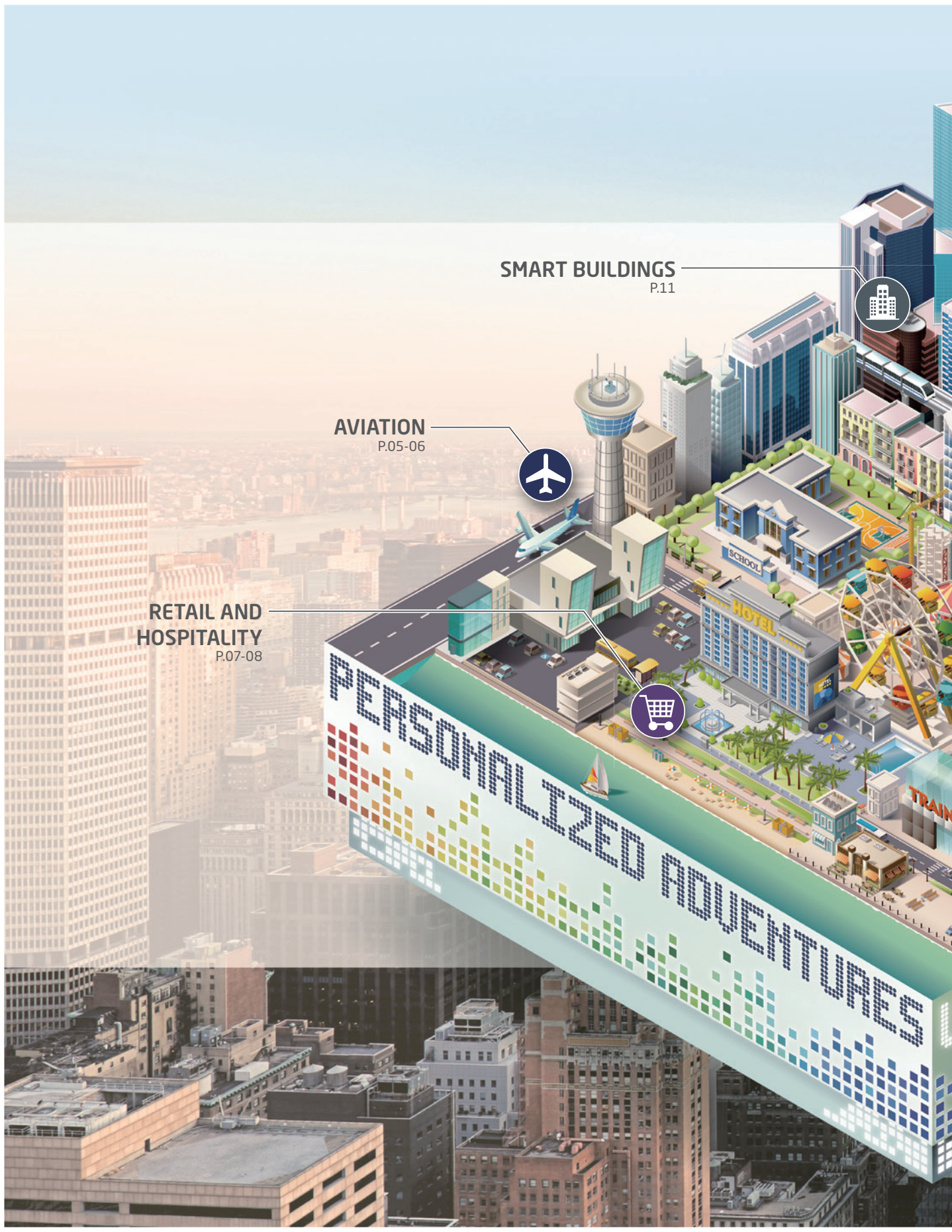
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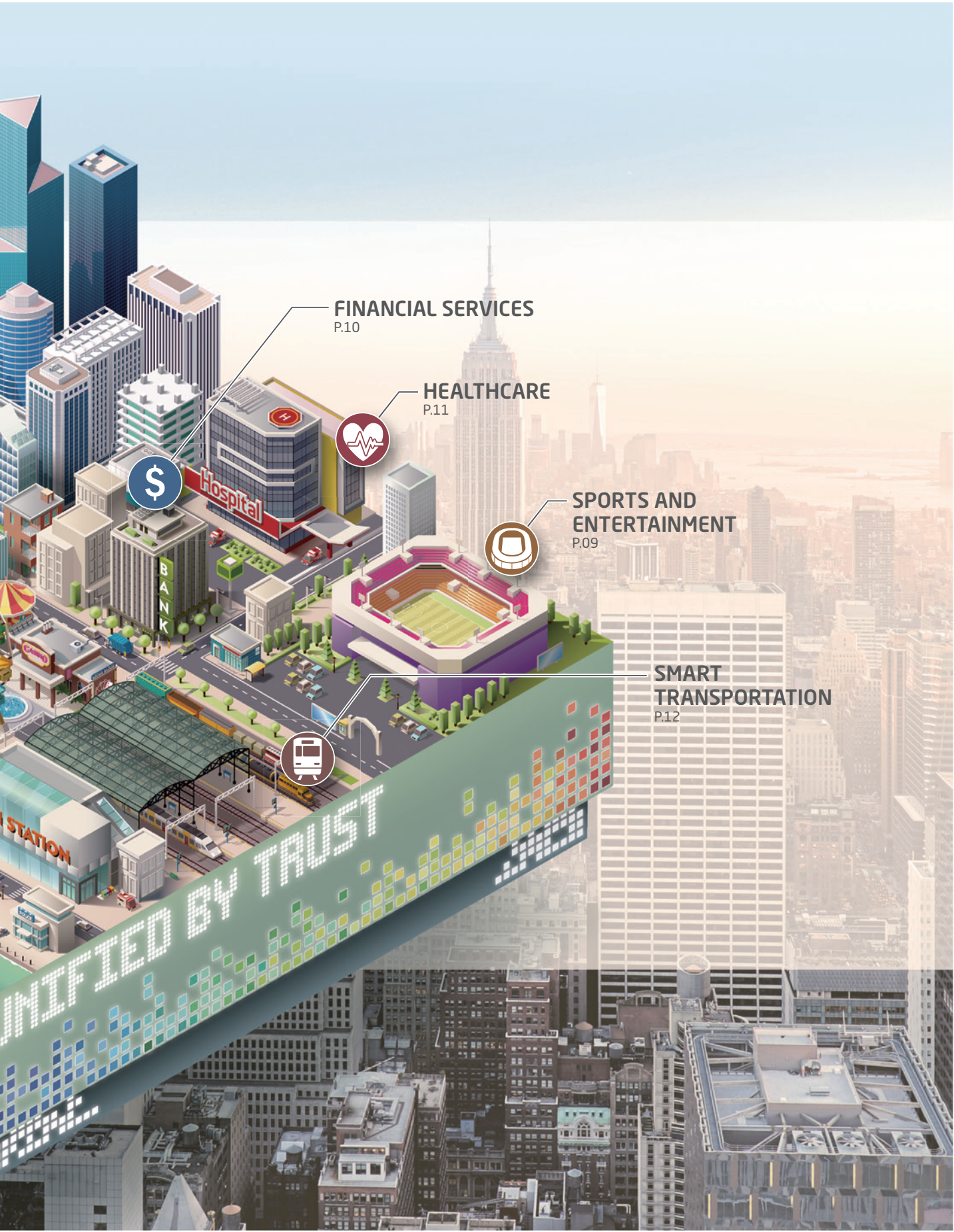


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UNIFIED BY TRUST

AVIATION

TAKING CUSTOMER EXPERIENCE TO NEW HEIGHTS



In our new post-COVID-19 world, airports and airlines face additional challenges to move travelers and stop the spread of disease. NEC I:Delight enables a touchless, clean and hygienic experience for travelers and airport personnel. The process begins at home, where travelers **enroll** by snapping a quick selfie and scanning their passport. Once registered, their faces become a unique Digital ID that can be used at multiple checkpoints.

Arriving at the airport, travelers **check-in** at a kiosk by showing their face and verifying their identity using their personal Digital ID. **Baggage drops** are just as easy. NEC I:Delight speeds up security procedures by eliminating the need to handle passports or boarding passes, and sophisticated biometrics authenticate travelers with the facial features visible above the

mask. **Elevated Body Temperature (EBT)** can also be screened at any checkpoint.

Inside terminal shops, travelers can make purchases with their Digital ID using **face pay** - no credit cards or no contact needed. **VIP lounge** check-in prompts a personalized greeting. During the **boarding process**, travelers simply walk through the gate with a quick face scan serving as their boarding pass. Upon arrival, NEC I:Delight streamlines **immigration and customs**, allowing travelers to simply use their Digital ID at the checkpoint so they can get to their destination quicker.

As a recognized technology provider for the aviation industry, NEC has helped deploy AI and biometric solutions at more than 25 airports around the globe.

CASE STUDY

Delta Air Lines

Supporting the first curb-to-gate biometric terminal in the U.S.

Delta Air Lines, in partnership with U.S. Customs and Border Protection, Transportation Security Administration and Hartsfield-Jackson Atlanta International Airport, has launched the first curb-to-gate biometric terminal in the U.S. at Atlanta's Terminal F. Travelers going direct to an international destination on Delta or its partner airlines can now choose to use face recognition technology to check in at the self-service kiosks, drop bags at the check-in counters, move through the TSA checkpoint and board a flight at any gate on Concourse F. This new option leverages NEC's NeoFace Express, which allows rapid identification and real-time screening of passengers, thus making travel through the airport easier.



Photo taken pre-COVID-19. NEC technology works even with a mask on.

RETAIL AND HOSPITALITY

REINVENTING LEISURE

[HOSPITALITY]

39%

of travelers would rather stay in a hotel that knows them and is able to provide personalized experiences.

Like the authentication process used in airports, NEC I:Delight enables a more hygienic, touchless and personalized experience for hotel stays. Guests can use their Digital ID for **check-in** and **face pay**, eliminating the need for an ID or credit card. Once checked-in, guests simply look into a camera and head to their room, then scan their face to **unlock their room** without using a physical key.

NEC I:Delight allows hotel staff to **recognize customers** so they can understand guests' preferences and better meet their personal needs. During their stay, guests can

use their face to access sightseeing information and restaurant recommendations within the hotel.

Checkout is just as simple using the I:Delight application. Once verified, guests walk out of the hotel and are on their way. Hotels providing a personalized Digital ID service can **increase customer loyalty** and differentiate themselves from their competition, all while **optimizing manpower** and **reducing operating costs**.



[RETAIL]

77%

percent of consumers under the age of 35 would shop in retail stores more frequently if they offer a fast, frictionless “just walk out” payment experience.

To transform the shopping experience both online and offline, retailers must make better use of their physical storefronts and enable a simpler, frictionless shopping experience. To create a more personalized customer experience, NEC I:Delight **alerts retail associates** so they can **greet customers** by name and **retrieve shopping history** to understand each shopper’s preferences and **deliver a personal**

experience. In the store, shoppers can make **cardless, cashless payments via face pay** utilizing NEC I:Delight. Like the ease of online shopping, customers with existing Digital ID’s can pick up their items, charge the card on file and walk out of the store with fewer touches. This creates a more **hygienic and streamlined experience** where shoppers make the most of their time.

SPORTS AND ENTERTAINMENT

CHANGING THE GAME



57%

of medium- and high-engagement sports fan listed more convenient parking, admission, and departure among the top three improvements they seek.

From ticketing to security, a string of small inconveniences can affect the fan experience. NEC I:Delight enables fans with paperless tickets to simply scan their faces and **walk through the gates**, which also can be equipped to detect **elevated body temperatures (EBT)**. Inside, NEC I:Delight provides

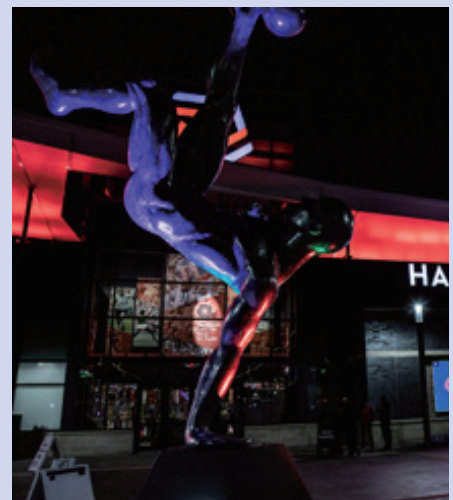
cardless, cashless purchases using face pay at concession stands and merchandise stores. The platform completely revolutionizes the way venues operate. In each situation, NEC I:Delight makes interactions more convenient and contactless, enhancing the fan experience with confidence.

CASE STUDY

National Soccer Hall of Fame

Personalizing visitor experiences at the National Soccer Hall of Fame.

The National Soccer Hall of Fame is providing visitors with a unique and personalized experience, powered by NEC's face recognition technology NeoFace. Upon entering, consenting guests take a photo and share information such as their favorite soccer position or teams. Digital touch screens, virtual reality and gesture technology then recognize guests and customize their visit based on that information. This initiative has transformed the traditional museum experience. It offers visitors an interactive and personalized environment, creating an immersive, custom-tailored tour unlike anything they have experienced in a sports and entertainment setting. As a result, each visitor can celebrate the rich history of American soccer in his or her own way.



FINANCIAL SERVICES

SEAMLESSLY SECURE



Client interaction is shifting from traditional face-to-face to web and mobile-based systems. Biometric authentication creates a more secure method of accessing services than the traditional username and password. Fast and secure identity verification with NEC I:Delight can optimize the customer experience with **online banking, face pay and secure ATM access.**

NEC I:Delight protects customer information and accounts for a secure, always available mobile banking experience. It also **improves bank staff productivity and business functions**, including **detecting and deterring fraudulent banking activity.**



SMART BUILDINGS

New technology solutions are needed in office buildings to facilitate worker safety, employee comfort and organizational efficiency as the world confronts the “next normal.” NEC I:Delight helps employees return to work and enables them to work smarter and safer. The platform drives seamless integration between various touchpoints inside the workplace, such as **access management, elevated body temperature (EBT) screening, identity verification for endpoint devices, crowd management** in meeting spaces and **contactless common areas**.

HEALTHCARE

Providing a safe and secure environment for patients, staff and visitors is a top priority for healthcare leaders. NEC I:Delight works with popular applications in the medical industry to enhance the quality of patient care. By making touchpoints touchless, NEC I:Delight contributes to a hygienic environment to reduce the risk of spreading diseases. Contactless technologies, such as face or iris recognition, allow **quick and reliable access to device screens and doorways**. Every second counts in an emergency, and NEC biometrics are the fastest and most accurate in the world.*

*<https://www.necam.com/AdvancedRecognitionSystems/NISTValidation/FingerprintFacial/>



SMART TRANSPORTATION



NEC I:Delight aims to enable transportation systems that are not only secure and safe, but also convenient and comfortable by seamlessly linking all modes of transportation - from airplanes, trains, buses and cars -to new forms of mobility in a simple and user-friendly way. NEC's vision for smart transportation allows for smoother experiences, more efficient operations, and increased revenues for transport operators. Additionally, digitally linked transportation systems will increase the overall accessibility and connectivity of cities, contributing to thriving local communities and economic activity.





Conclusion

More than **700 NEC solutions have been deployed across 70 countries**. At NEC, we work with partners globally to help them eliminate friction and expedite their customer experience using digital transformation and AI solutions.

NEC I:Delight provides **a scalable digital identity platform that integrates seamlessly with numerous ecosystems**. The platform provides touchless processing of customers and staff, making their experience a joyful, safe and efficient one. Our holistic suite of solutions can transform today's processes into frictionless, secure and personalized customer experiences.

For more information, visit necam.com/touchless.

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