

Laxton



Elevating Customer Experience at Libertador General José de San Martín Airport

Case Study

Chameleon 8

Reads MRZ lines and ePassport chips with unparalleled accuracy and speed, ensuring a swift and foolproof process.



Redefining Airport Excellence

The Libertador General José de San Martín Airport, located in Buenos Aires, Argentina and managed by a private entity, is striving to revolutionise the check-in experience for all its guests. The airport is placing a high priority on efficiency, security, and privacy.

However, there have been some challenges in the process of streamlining the check-in procedures. The main hurdles include achieving rapid yet secure identity verification, safeguarding the privacy of guests, and navigating the constraints of traditional check-in procedures. These challenges often result in delays that can detract from the premium experience that guests expect.

Introducing Chameleon 8

Laxton has introduced the Chameleon 8 Tablets, equipped with MRZ, which helps in overcoming obstacles by facilitating efficient data processing, robust security, and ease of use. This mobile device captures biometric and document information from passports or ID cards swiftly and precisely. The state-of-the-art encryption and data protection safeguard guest information. The intuitive tablet interfaces ensure effortless use by both airport staff and guests.

Strategic Implementation

The deployment of Chameleon 8 involved meticulous planning and collaboration, focusing on:

- Technical Configuration:** Customising tablets to align with the airport's operational needs and integrating them with current systems.
- Comprehensive Staff Training:** Equipping airport personnel with the skills to utilise the new technology effectively and support guests efficiently.
- Privacy Assurance:** Establishing procedures to ensure biometric data use adhered to privacy regulations and ethical standards.



Impact and Innovations

The Chameleon 8 FAP50 Tablets have enhanced the check-in experience by:

- **Minimizing Wait Times:** Guests now enjoy a more streamlined check-in, significantly reducing delays.
- **Strengthening Security:** Advanced tablet features offer both guests and staff increased security and peace of mind.
- **Receiving Acclaim:** The smooth integration of technology into the check-in process has garnered positive feedback, bolstering the airport's prestige.

Elevating Travel Standards through Technological Innovation

The collaboration between Laxton, Thales, and the Buenos Aires private airport, utilising Chameleon 8 FAP50 with MRZ, represent a leap forward in redefining service standards. This initiative demonstrates how adopting innovative technologies can enhance operational efficiency, security, and customer satisfaction, setting a new paradigm for airport service excellence.



About Laxton

Laxton is a global leader in Election Management, Citizen Identity, Border Security, and Law Enforcement solutions. We specialise in developing proprietary hardware and software systems, delivering end-to-end solutions to register, verify and authenticate individuals for many use cases and operating environments.

With over twenty years of in-field experience, we have the knowledge and the team to successfully implement nationwide election and identity management systems.

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