Making Global Airline Travel Safe and Hassle-Free with LTIMindtree's Digital Health Passport

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DIGITAL
HEALTH PASSPORT

for travel

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Making Melissa's travel safe and hassle-free...

Melissa is a senior advertising professional based out of New York. She travels to other international locations frequently, such as London, to meet her clients. In the **pre-pandemic world**, when Melissa had to embark on an **impromptu business travel**, she just had to book the **next available flight, pack up, show up at the airport on time, check-in, and fly**.

The pandemic, however, has made travel more complex for Melissa, and for millions of flyers like her. **What's more, it might stay that way forever!**

Today, flyers like Melissa have bigger checklists to follow. Apart from booking the flight ticket, they must be aware of the **travel restrictions**, **quarantine restrictions**, keep their **vaccine digital certificates** handy, book **COVID-19 test** if necessary, find the nearest lab, et al. All this information is needed before travel.

Watch the video to understand how LTIMindtree's Digital Health Passport makes Melissa's travel safe and hassle-free.

COVID-19 and the airline industry: Impact and the way forward

We are aware of the significant impact of the COVID-19 pandemic on the airline industry. COVID-19 has tremendously changed the way airlines, airports, government authorities, and health institutions need to **collaborate together** to **make flying seamless** and **safe for passengers**.

Hence, airlines across the globe are looking for effective solutions for safe reopening with stringent hygiene standards, strict safety measures, usage of digital health passports, mobile apps, and other tech solutions to transform the travel experience for passengers. **This whitepaper is created with this core objective**—to discuss the pandemic's impact on the airline industry and how global airlines are adopting new solutions to offer seamless, safe travel experiences to flyers.

The demand and the eagerness to travel are skyrocketing among passengers. According to Emirates airline President, Tim Clark, the new variants have slowed their momentum but still the overall recovery is still positive. Experts are saying that, travel, especially personal travel, is expected to "roar back" as people want to make up for lost time. Although business travel is the hardest hit sector in the airline industry when compared to domestic or commercial, **84% of business passengers** confirmed that they are ready to fly now if stringent safety measures are followed. However, the rise in leisure trips and visits to meet family and loved ones will outpace the demand for business travel.

This means that airlines and airports have a **huge travel industry growth opportunity ahead**. The aviation industry is looking beyond the pandemic with comprehensive digital solutions, adopting new realities, and implementing technology-backed travel solutions to make their passengers feel safe to take the skies amidst the pandemic.

The need of the hour

The airline industry needs a solution that updates the **passenger's vaccine records** and the **latest COVID-19 test details** on the airline app to verify if they can travel.

They need to ensure that their passengers have all the information they need, including **country-specific travel restrictions**, in **real-time** to make their travel seamless.

However, the situation in the travel health market is new and embedded with **multiple standards.** So many players, like airlines, governments, etc., have put together short-term solutions. As a result, there is a lot of confusion and ambiguity in the market for travel health.

Exhibit 1: The state of the travel health market

Confusion and ambiguity in the market for travel health requirements.
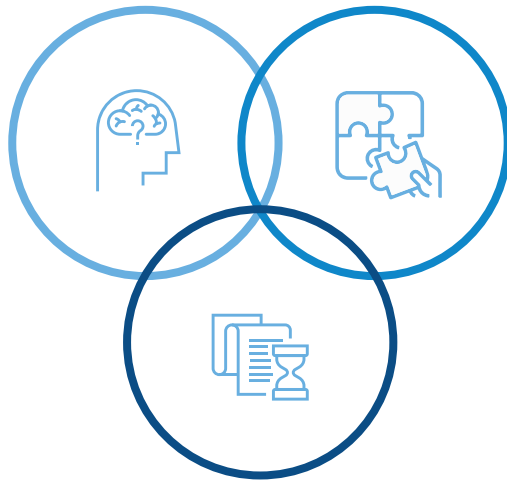
Short-term **patchwork solutions** being tried by airlines.

Upkeep of multiple standards evolving with no single authority.

Terms like health pass, health passports, vaccine certificates have quickly started to gain popularity. Airlines use many solutions and apps to provide COVID-19 updates and travel requirements to their customers. However, these solutions offer single, silo-ed isolated features, and most do not offer comprehensive end-to-end solutions.

LTIMindtree's Digital Health Passport for Travel

The airline industry needs a solution that can achieve two objectives:

1. **The solution must enable airline and airport authorities' to access real-time health records of flyers globally.**
2. **The solution should educate passengers about mandatory tests, safety protocols, vaccines, and other requirements they need to meet before they travel.**

To achieve the above two key objectives, LTIMindtree has launched the 'Digital Health Passport for Travel'—a long-term comprehensive solution covering all aspects of traveling in the new normal—**entry restrictions, COVID-19 testing,** and **vaccine requirements**. It is a **full-service white-label mobile solution** for all travel health requirements.

Exhibit 2: Travel health requirements catered to by the digital health passport

ENTRY RESTRICTIONS

VACCINATION DETAILS

DIGITAL FORMS

COVID TESTS

Airlines can integrate this **plug-and-play** solution with a **simple code** embedded in their organization's application, thus saving a lot of implementation time. Our solution is **responsive** to the ever-changing travel requirements. As countries change their travel prerequisites, our solution responds, adapts, and incorporates the changes quickly. **LTIMindtree's Digital Health Passport for Travel is configurable, customizable, and responsive to global changes**.

While other platforms provide all this information at different touchpoints to their passengers, in multiple places like their airline applications and their website, passengers lack a unified application where they can find real-time travel updates.

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A sneak peek at the other players in the travel health market

Amadeus, one of the top ten travel technology companies in the world, introduced **Traveller ID**—a platform that helps travel companies to digitize and automate the traveler's COVID-19 document verification and identification at any travel checkpoint.

The International Air Transport Association (IATA) has launched the **IATA Travel Pass**, which helps the passengers save and store their verified certificates, medical records, vaccine reports, and other documents all in one mobile app. Qantas has partnered with IATA and has rolled out the IATA Travel Pass on all Qantas international flights and will slowly adapt the solution for all the flights between Australia and UK.

Meanwhile, United and Cathay Pacific are using a **QR code** called **CommonPass** that contains vaccination and medical data on select routes.

Similarly, **China** started using health passes, also called the **"Health Code,"** to support domestic travel. Israel issued the **"Green Pass"** solution to its citizens who have either received all the vaccines or have recovered from COVID-19.

Key features and benefits of the Digital Health Passport

With the key focus on helping our clients help their passengers fly safely and seamlessly, LTIMindtree's Digital Health Passport solution comprises of **three core components:**

COVID-19 test booking:

The solution helps your customer find their nearest COVID-19 center, book the test and update their records.

Real-time adaptability:

The solution is responsive to the ever-changing travel requirements. As countries change their travel prerequisites, entry restrictions, COVID-19 requirements, and quarantine rules, our solution responds, adapts, and incorporates the changes quickly.

Vaccine record on the go:

The solution holds proof of vaccination status too.

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EU Digital COVID-19 Certificate was launched to facilitate free movement during the pandemic within the European Union.

New York's Excelsior Pass, acts as a national framework to aid the identification and implementation of digital health credentials.

The Indian government launched the **CoWin web portal** to facilitate vaccine registration and certification.
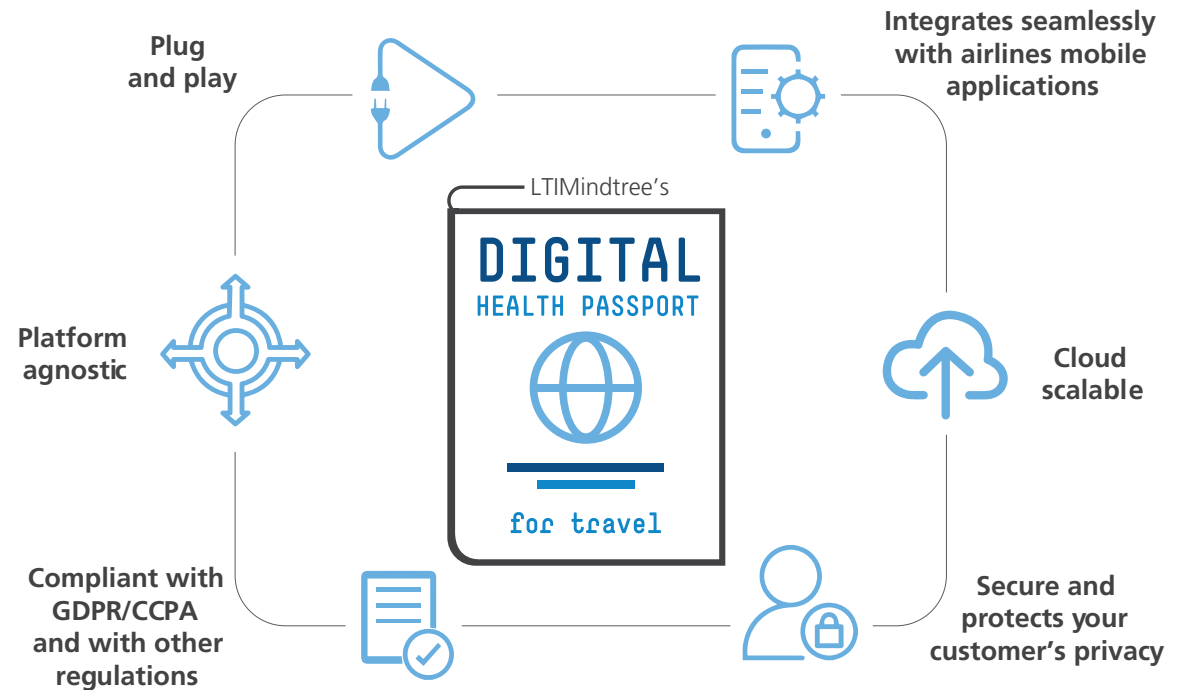
People living in the Netherlands can upload their vaccination certificate or COVID-19 test report on the **CoronaCheck app**, which will allow them to gain access to certain places and travel to other countries.

Canada has a free **ArriveCan app** where travelers can upload their test results, vaccination reports, and a two-week quarantine plan.

That leaves us with the United States of America, who does not yet have a digital solution in place and still relies on paper vaccination records and manual checks. As the demand for domestic and international travel increases when the countries open their borders, U.S. travel will be chaotic if they do not have an integrated digital solution.
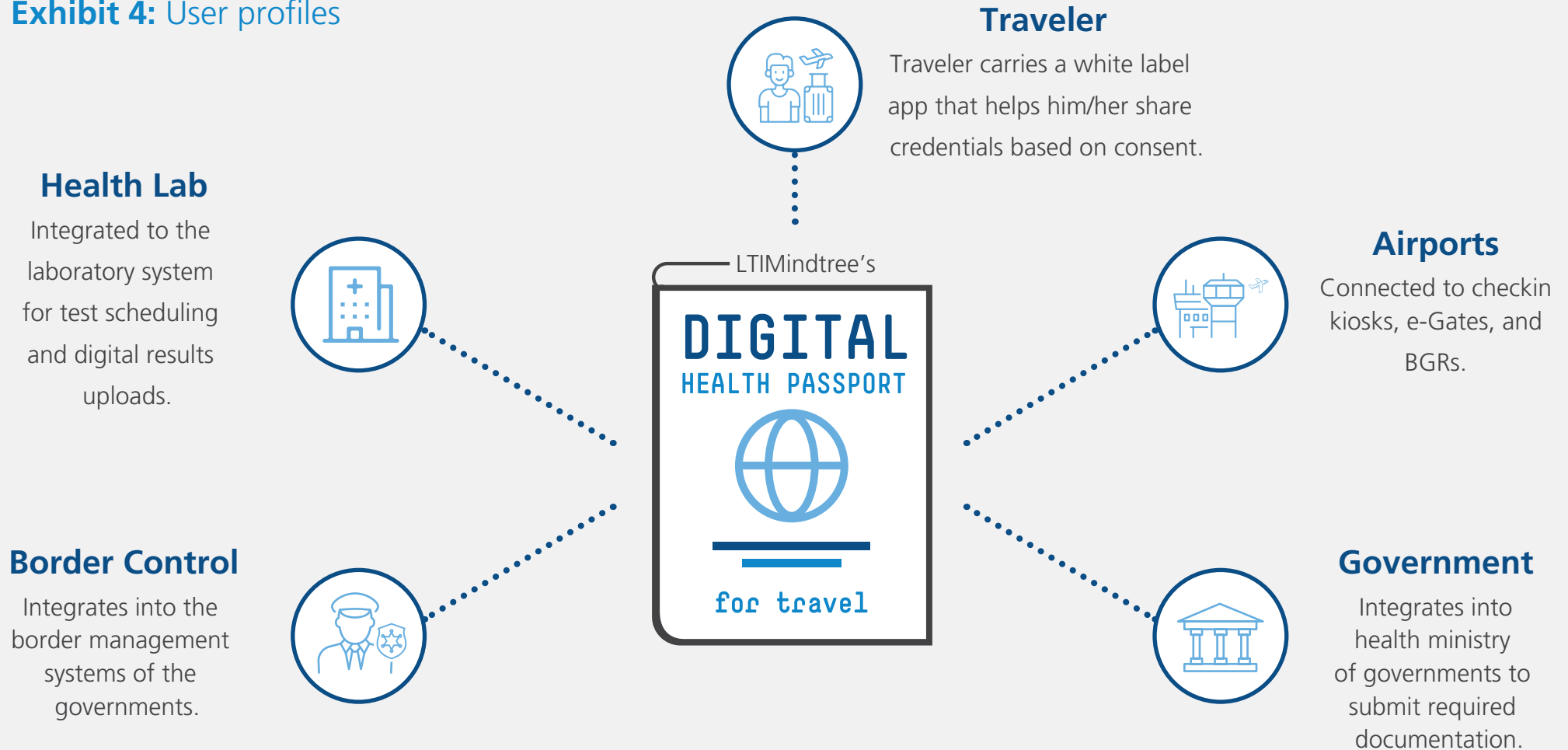
In all world crises, when digital solutions emerge to solve the obstacles and restore normalcy, one of the most critical problems has always been the lack of wide-scale adoption. There are multiple solutions in the market, and the airline industry uses them in silos. The travel health industry lacks a single, unified solution that is widely adopted, and we believe that besides airlines, the **government** will have to be a constructive collaborator and an active player in this space.

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Exhibit 3: Key features

Plug and play

Integrates seamlessly with airlines mobile applications

Platform agnostic

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Cloud scalable

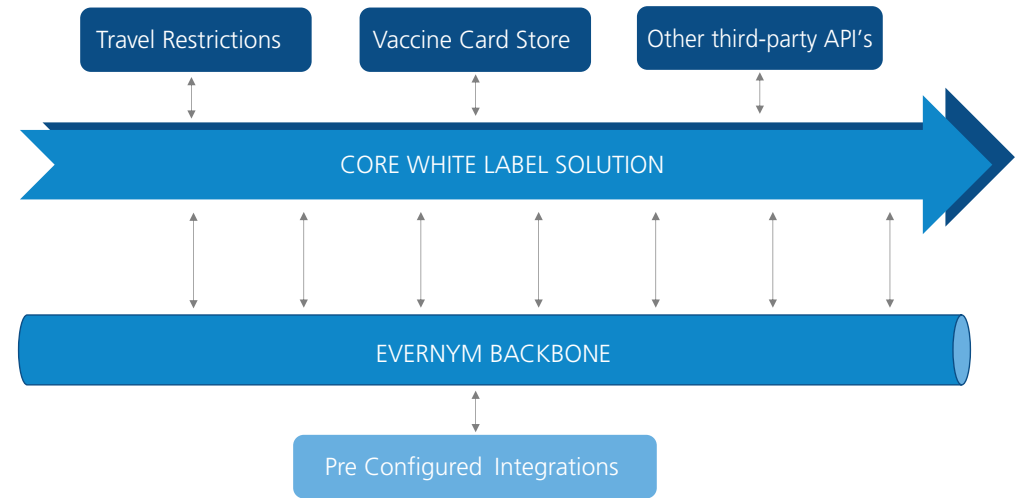Compliant with GDPR/CCPA and with other regulations

Secure and protects your customer's privacy

Making Digital Health Passport work for you

LTIMindtree's Digital Health Passport for Travel is built using the **Hyperledger Fabric blockchain technology**, this platform-based white-label offering can work in tandem with the existing apps of travel suppliers, saving them the time, cost, and effort required to engage with new partners for every change. The real-time, adaptive solution can be readily integrated with **boarding gate readers, check-in kiosks, border management systems, e-gates, and standalone identity desktops**. It can also be easily plugged into **Evernym's verifiable credentials platform, Sherpa's visa** and **travel rules API, International Air Transport Association's (IATA) Timatic passenger verification database,** and **Smartvel's AI-powered travel solutions.**

Exhibit 5: Integration view

Travel Restrictions | Vaccine Card Store | Other third-party API's

CORE WHITE LABEL SOLUTION

EVERNYM BACKBONE

Pre Configured Integrations

Solution Snapshots

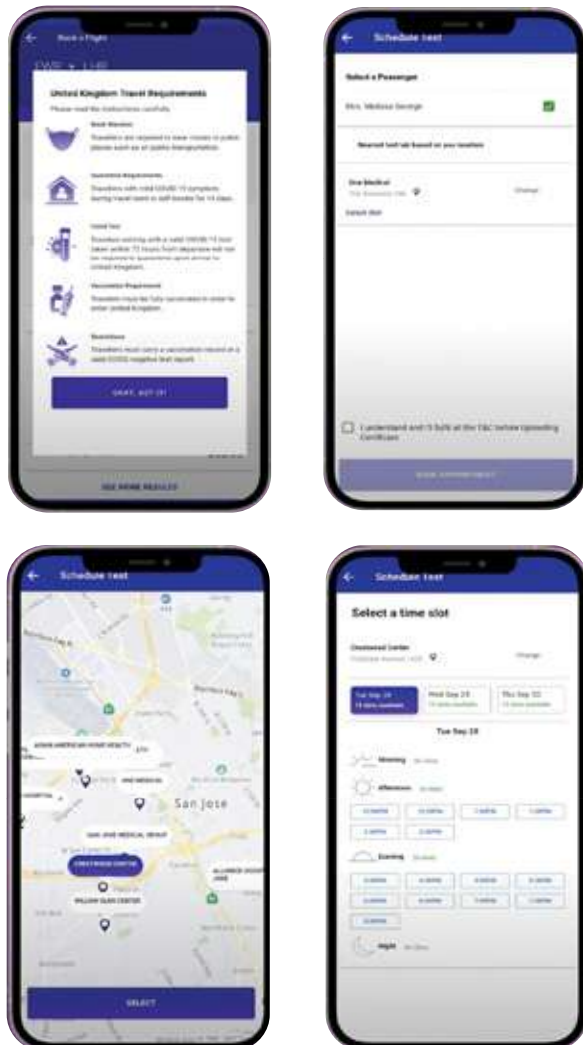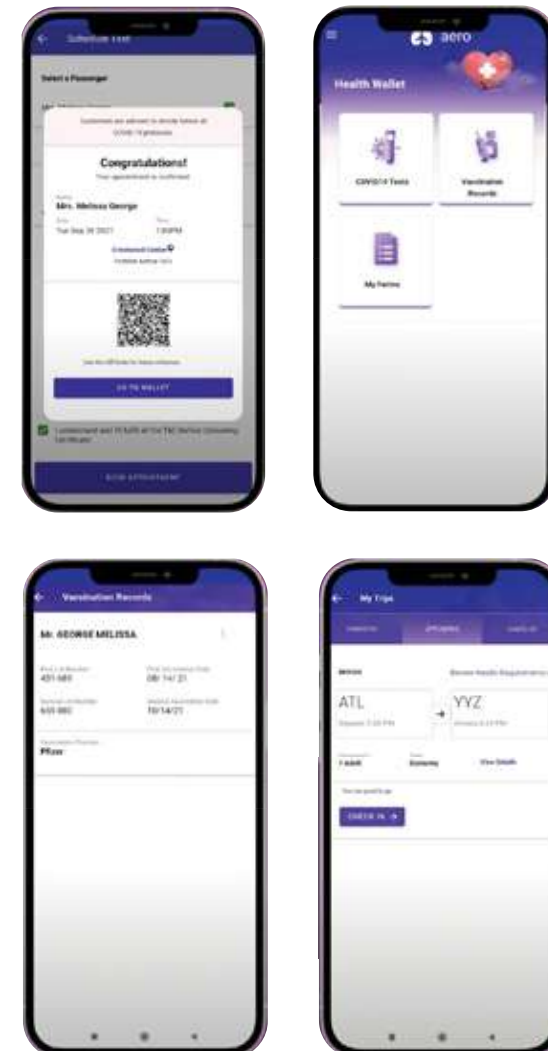**Exhibit 6:** Scheduling a COVID-19 test appointment

Exhibit 7: Health wallet and vaccine records

What makes Digital Health Passport different?

Comprehensive:

Airlines use many solutions and apps to provide COVID-19 updates and travel requirements to their customers. However, these solutions offer a single isolated feature, not a comprehensive solution. **LTIMindtree's Digital Health Passport for Travel is a long-term comprehensive solution that covers all aspects of traveling in the new normal—entry restrictions, COVID-19 testing, and vaccine requirements.**

Adaptive:

This solution **evolves with the ever-changing travel requirements**. As countries change their travel prerequisites, our solution responds, adapts, and incorporates the changes quickly. **LTIMindtree's Digital Health Passport for Travel is configurable, customizable, and responsive to global changes.**

Applications and industry use cases

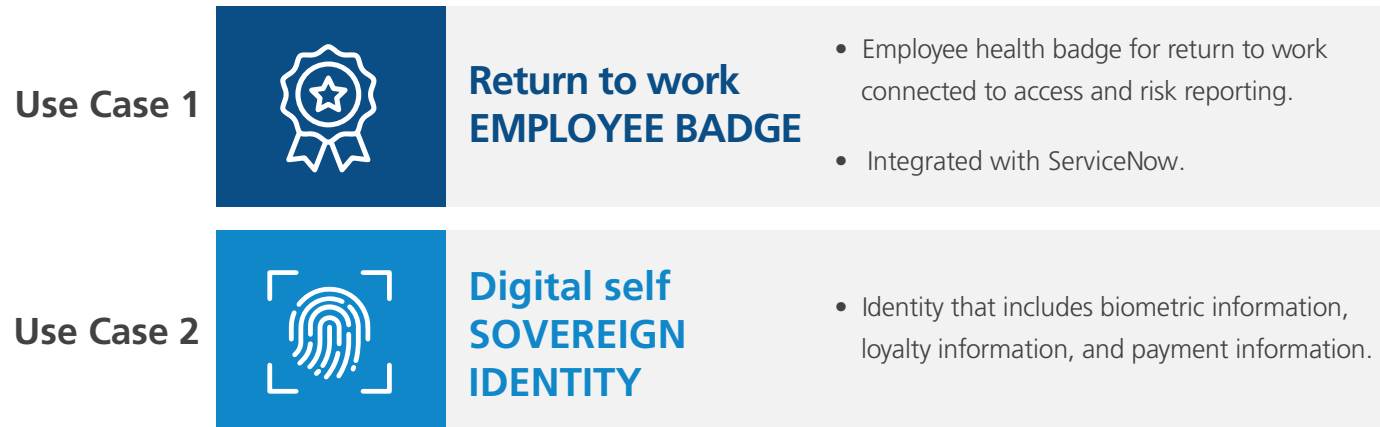**Exhibit 8:** Evolution of digital health passport into a global health ID platform

Use Case 1		**Return to work EMPLOYEE BADGE**	• Employee health badge for return to work connected to access and risk reporting. • Integrated with ServiceNow.
Use Case 2		**Digital self SOVEREIGN IDENTITY**	• Identity that includes biometric information, loyalty information, and payment information.

Exhibit 9: Other industry use cases

Airlines

Cruise lines

Hospitality

Car rental companies

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Workplace

Retailers

Factories

Transportation companies

The solution is flexible and can be adapted to many other industries. In addition to airlines and airports, hotels, cruise lines, transportation companies, car rental firms, corporates, retailers, manufacturing companies, etc., can also use this solution.

Contact us

To view the Digital Health Passport solution demo, please **click here.**

To know more and schedule a product demo, write to us at adnan.saulat@ltimindtree.com.

Visit our webpage **Digital health passport.**

LTIMindtree in Travel, Transportation, Hospitality, Logistics, and Real Estate

Established in 2000, the Travel, Transportation, Hospitality, Logistics and Real estate (TTHL) industry group was one of the first industry verticals at LTIMindtree. With over 20 years of experience, we deliver digital and technology transformation solutions and services for some of the marquee Fortune TTHL companies all over the world.

This industry group has helped many clients across North America, UK, Europe, Middle East, and the Asia Pacific regions. As thought leaders, we are well equipped, trained, and skilled to implement innovative technology solutions for the travel industry. Our experience in building, integrating, and managing robust mobile applications for various airlines, hotels, cruises, and transport rentals giants makes us your right strategic partner.

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