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PUBLIC SECURITY

Supervised Multi-Acquisition Remote Technology for Enrollment (SMART-E)

Proctored, 1:N remote biometric capture for identity proofing.

Government and private sector programs have an ever-increasing need for in-person identity proofing and verification. State and federal requirements are taking shape, necessitating a robust, reliable, easy-to-deploy solution that can adapt to agency and customer needs.

SMART-E is a next-generation proctored, remote biometric capture and identity proofing solution, available now. Updated NIST 800-63-3a (section 5.3.3.2) policies allow for identity proofing through remote supervision driven by video and audio sessions.

Current in-person identity proofing and verification solutions require human physical interaction with an agent, ample locations for consumer ease, a 1:1 ratio of agent to consumer, labor and infrastructure costs, and hardware to stand up the necessary solution. Leverage SMART-E to provide compliant identity proofing solutions to a wider range of customers, promoting equity and accessibility.

Originally designed for in-person background checks and enrollments, SMART-E is 1:N and can capture ten-print fingerprints (flats and rolls), high-quality face photos, and identity document images. It has an option to read, write, and authenticate smartcards with both contact and contactless readers, and collect credit card payments as a full point-of-sale (POS) solution.

Key Benefits

LOWER LABOR COSTS
Remote proctors and operators can be anywhere in the country.

LESS OVERHEAD
Reduction of facilities and overhead costs.

MORE HOURS OF OPERATION
Extend operating hours by having bi-coastal remote proctors and operators.

REMOTE AGENT TECHNOLOGY

SMART-E gives agencies the power of a robust enrollment center network in a small, scalable footprint. With no human physical interaction needed and a 1:N agent-customer ratio, SMART-E can be located anywhere—including less-populated and/or higher-trafficked areas. The remote agent technology component of SMART-E is 100 percent configurable to meet regulatory standards and required service workflows. Supporting 1:N, the remote agent observes the individual physically interacting with SMART-E to ensure no other individuals are involved. Upon capture, the remote agent views captured document image(s) and authentication test results performed by the automation within the solution. Necessary remediations and additional recaptures follow, if needed. Once satisfied, the remote agent authorizes the next identity proofing activity to begin, per the determined customer workflows. The whole remote proctoring process includes continuous livestream monitoring, document inspection, fingerprint inspection, photo inspection, data review and correction, support (multilingual chat and audio), as needed, and total remote control over SMART-E.

CAPABILITIES:

- Continuous high-resolution 180-degree view through camera.
- All communications occur over a mutually authenticated protected channel.
- Fully integrated with all peripherals to meet customer requirements, including a FBI-certified ten-print fingerprint scanner and a document scanner for government-issued IDs (ID-1/2/3) with paper.
- The remote agent is trained to detect potential fraud and to properly perform a supervised remote proofing session with visual and voice feedback.
- Physical tamper detection.

ANYWHERE, USA
Customer + SMART-E

CLOUD
IDEMIA Backend

SOMEWHERE, USA
Remote Agent

ACTIONS
- Enroll
- Interact with Remote Agent

ACTIONS
- Observe Enrollment
- Initiate SMART-E Actions
- Interact with Customer

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