# Mobile boarding pass and passport scanning

# Background

This use case is about how Alaska airlines has integrated scanIT barcode scanner and OCR into iPad used by gate agents so that they can scan boarding passes and passport for better boarding experience.

## Industry

Air Travel

## About Alaska Airlines

Alaska airlines is an international airline based in Seattle, USA serving more than 47 million customers annually. The airline’s 23,000 employees operates more than 12,00 flights per day on a route system spanning more than 115 destinations in 4 countries.

## Images



## Challenge

Alaska airlines was working with dedicated scanners at boarding gates, devices that only performed barcode scanning. All this hardware was costly to purchase and maintain and tied gate agents to one location with associated queues and crowds.

This traditional solution requires to use a scanner, computer, monitor, and a podium at the gate to facilitate the boarding

## Solution

Alaska airlines was looking for a solution that would provide mobile bar code and OCR scanning to replace gate hardware with high-performance scanning on mobile devices. And, they‘ve chosen ScanIT barcode scanner that includes barcode and ocr integration on mobile.

Alaska airlines customer agents now use iPad mini tablets to quickly scan a variety of passenger and crew documentation to perform critical processes such as flight check-in, back check-in, seat changes, passport and boarding pass verification.

## Results

5000 check-in and gate agents now use mobile devices to scan passports and boarding passes and get flyers quickly and painlessly from the departure to their seat on the aircraft.

## Tools

ScanIT Mobile SDK for Barcode scanning and OCR

## Testimonials

“Enabling our agents to be mobile, frees them from being tied to hardware and allows us to reimagine the boarding experience without the usual podiums. If we need to change gates, we can just walk over with our iPads. If there is a guest that needs special assistance before boarding, we can provide customer service beside them instead of having them come to the podium.”

## Credits

ScanIT

## References

<https://www.scandit.com/resources/case-studies/alaska-airlines/>