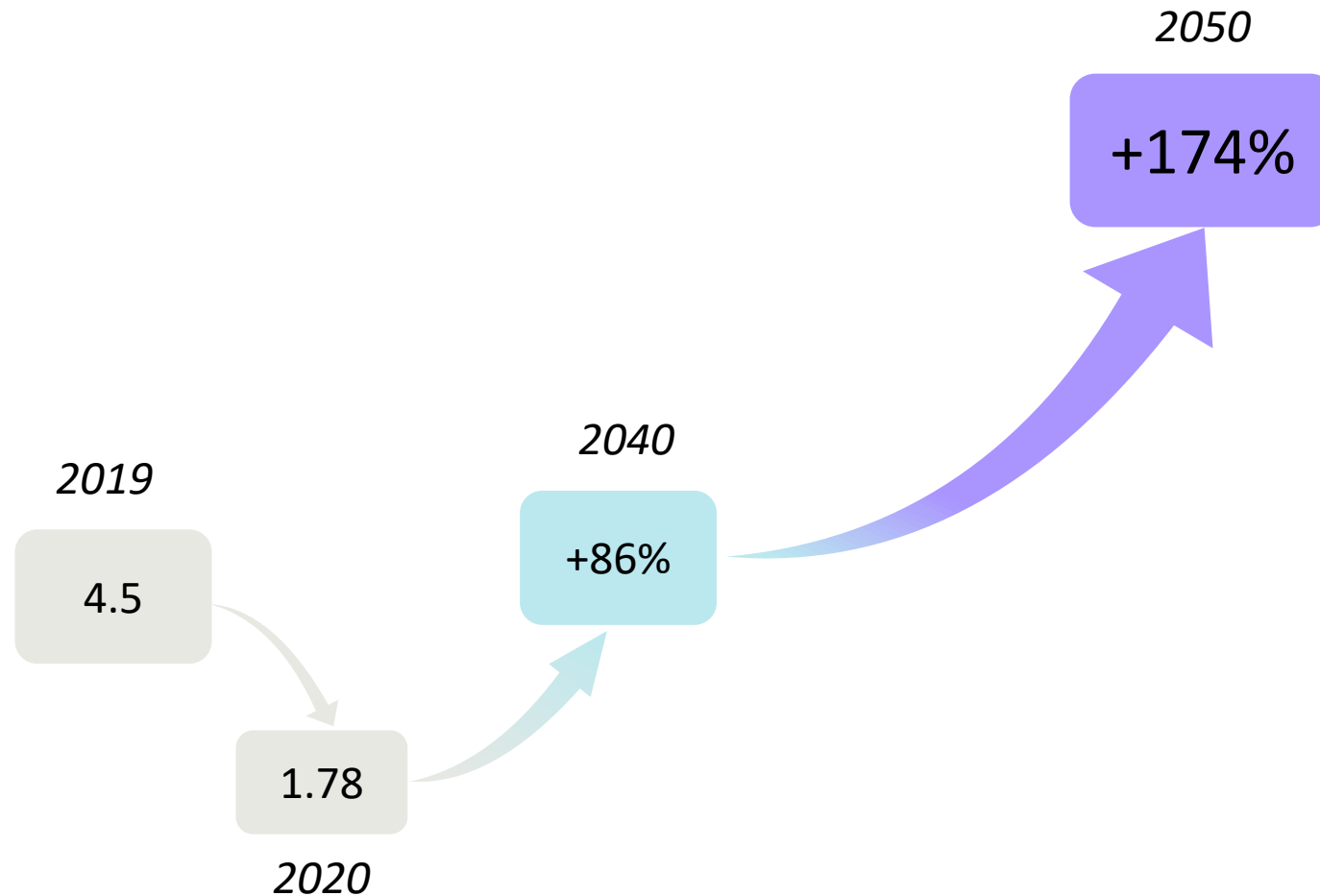# Balancing border security and facilitation through the use of passenger data

Myriam Pellerin

Senior Business Development Manager

ICAO Facilitation Regional Forum, 7-8 July 2025
Ulaanbaatar, Mongolia

Traveler volumes are exponentially increasing woldwide...

2050

+174%

2040

+86%

2019

4.5

2020

1.78

Traveler demands are changing

66%

agree that applying for **travel authorization online** is the best way
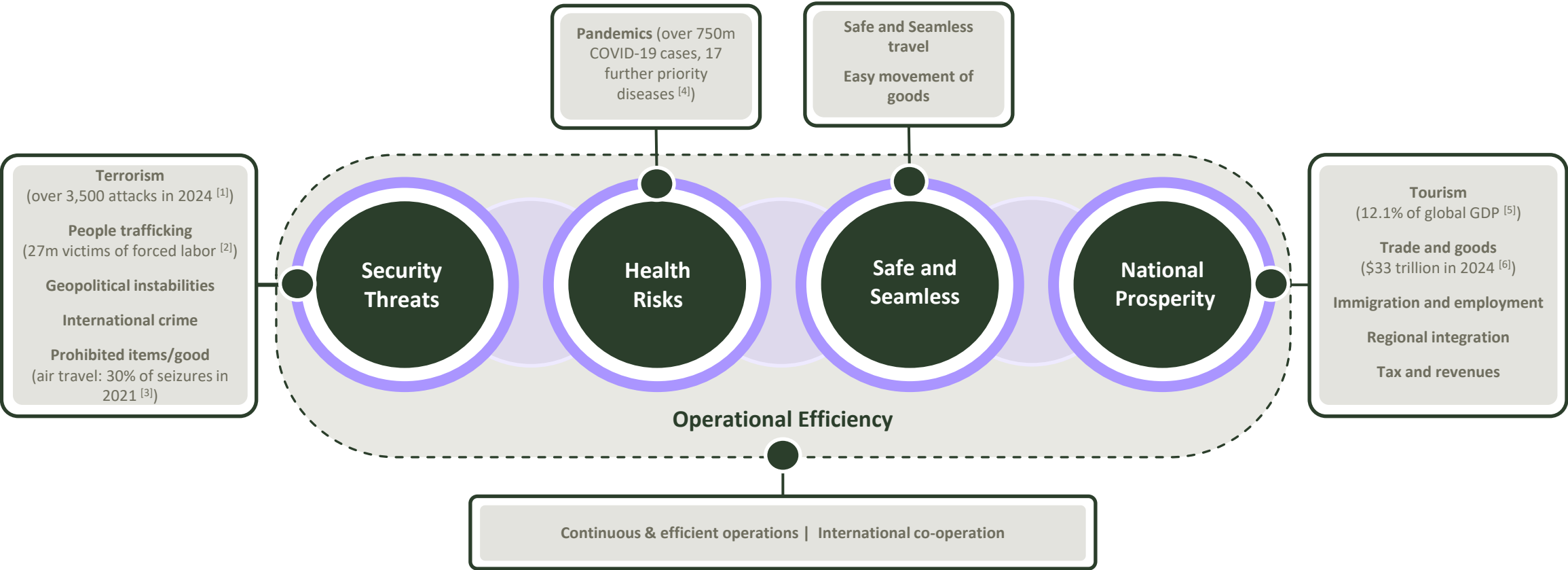
83%

are **willing to share immigration information** to speed up airport processing
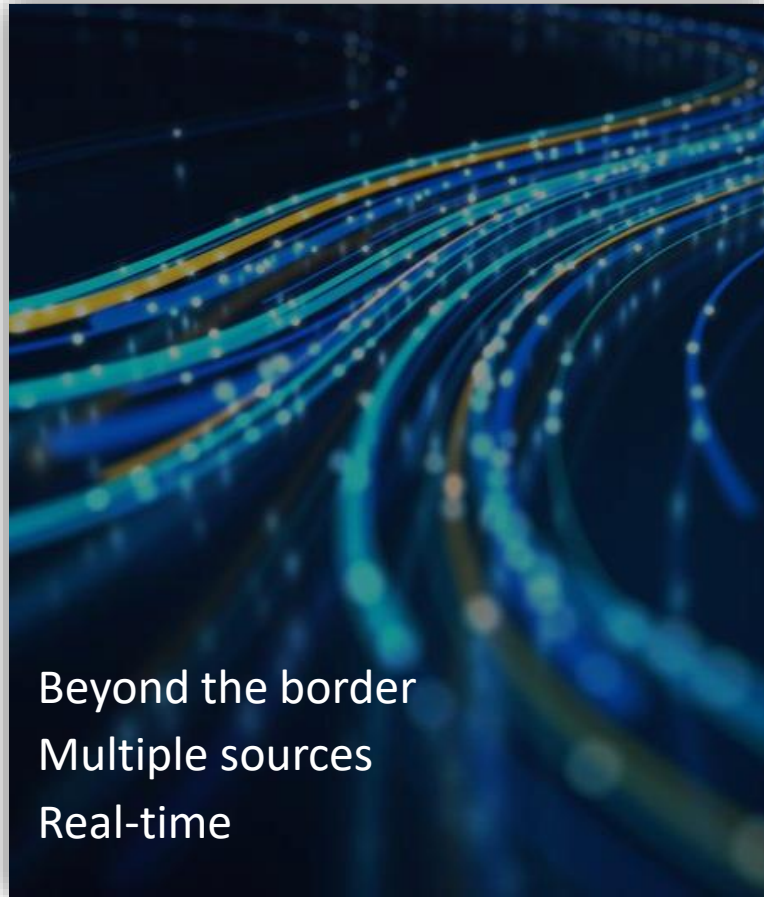
76%

expect international border processes to look **dramatically different in 2030**

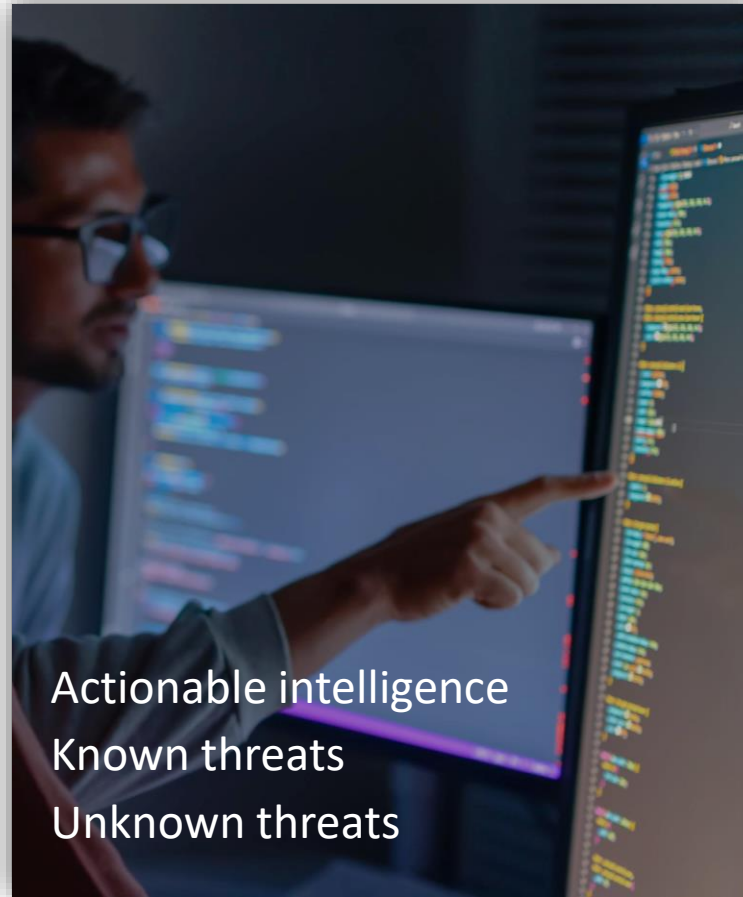# Navigating the complex challenges facing borders isn't easy

Pandemics (over 750m COVID-19 cases, 17 further priority diseases [4])

Safe and Seamless travel

Easy movement of goods

Terrorism (over 3,500 attacks in 2024 [1])

People trafficking (27m victims of forced labor [2])

Geopolitical instabilities

International crime

Prohibited items/good (air travel: 30% of seizures in 2021 [3])

Security Threats

Health Risks

Safe and Seamless

National Prosperity

Tourism (12.1% of global GDP [5])

Trade and goods ($33 trillion in 2024 [6])

Immigration and employment

Regional integration

Tax and revenues

Operational Efficiency

Continuous & efficient operations | International co-operation

The need for intelligence-led policing in Border management is high

COLLECTION

ANALYSIS

ACTION

Beyond the border
Multiple sources
Real-time

Actionable intelligence
Known threats
Unknown threats

Qualify
Prioritize
Assign

gettyimages
Credit: Iappes
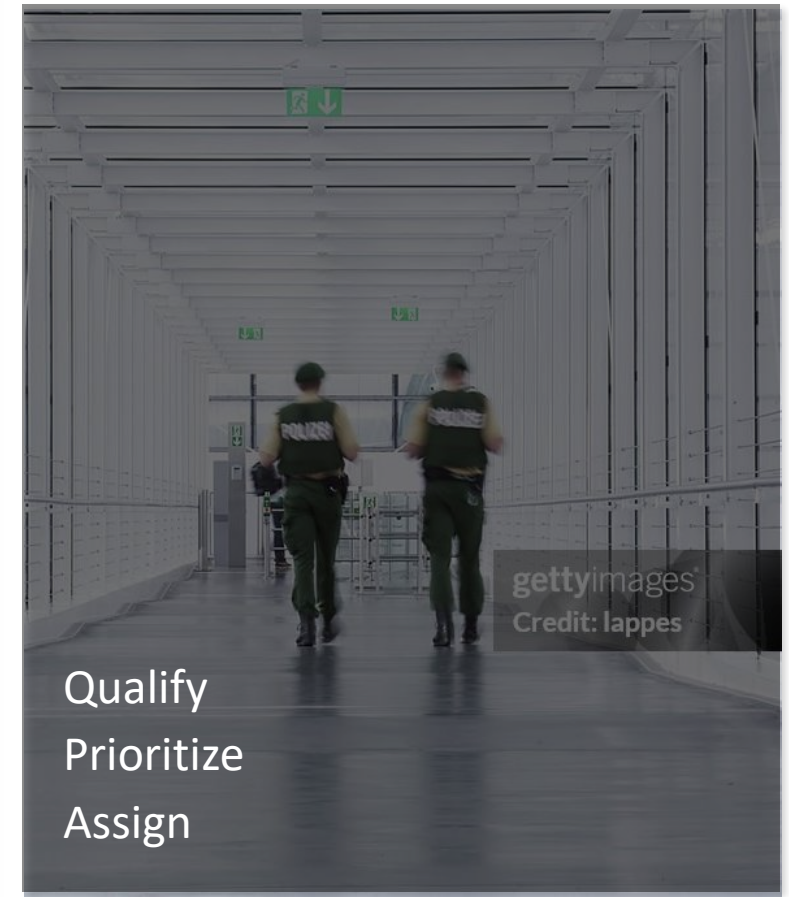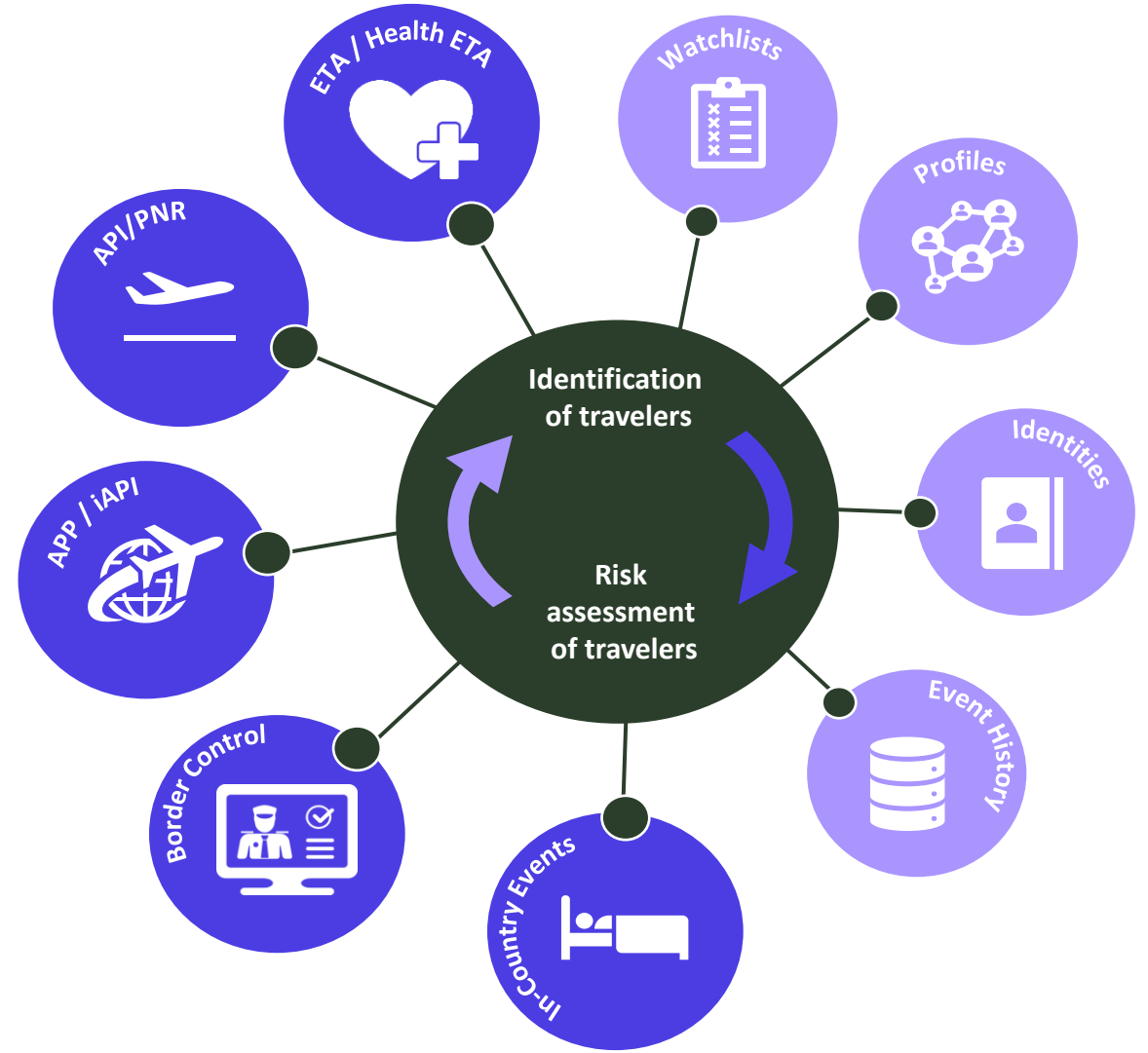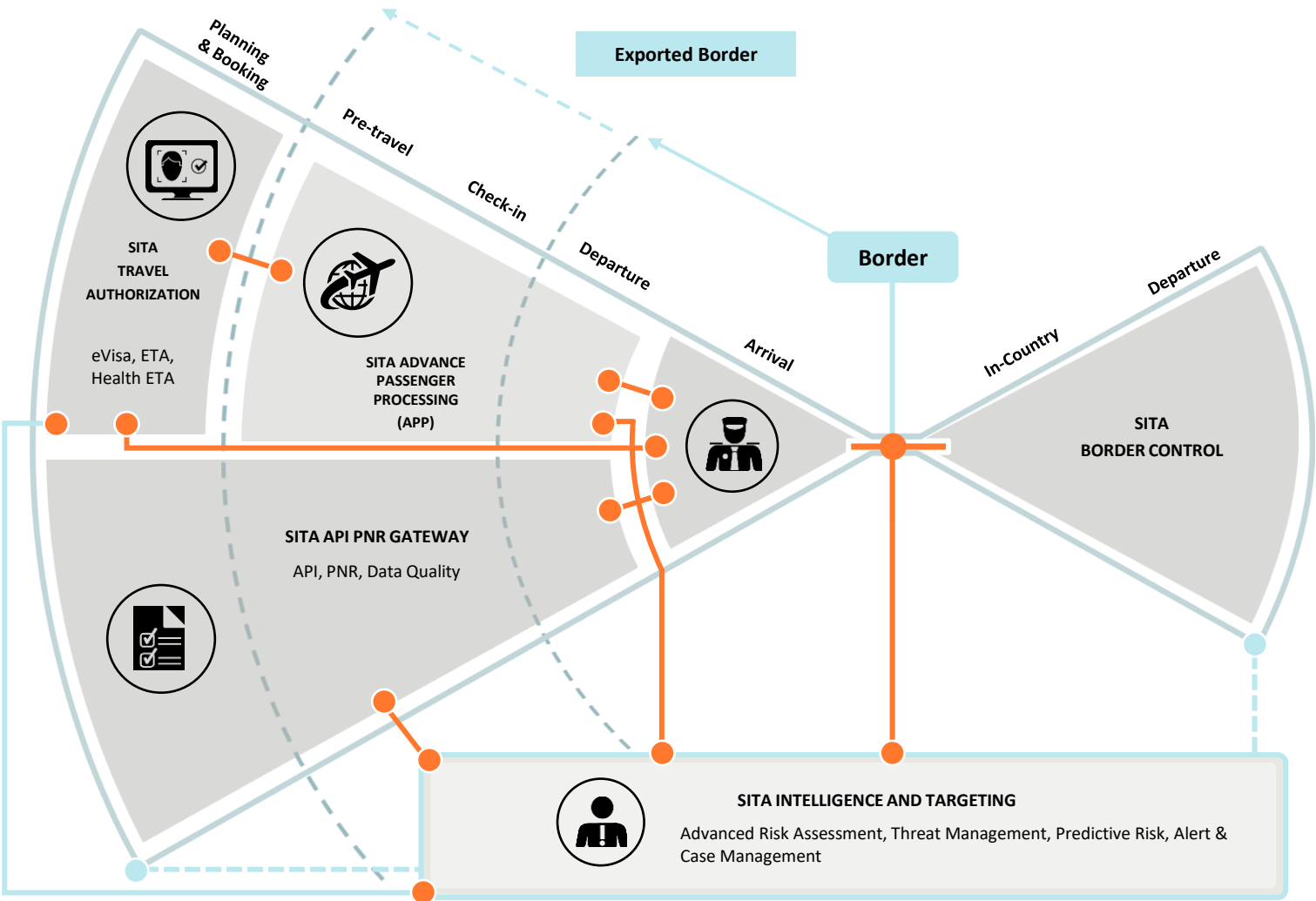
SITA

The United Nations recommends **reliable identification** and **risk assessments** of travelers

Our integrated Border Management suite

Planning & Booking

Pre-travel

Check-in

Departure

Exported Border

Border

Arrival

In-Country

Departure

SITA
TRAVEL
AUTHORIZATION

eVisa, ETA,
Health ETA

SITA ADVANCE
PASSENGER
PROCESSING
(APP)

SITA API PNR GATEWAY

API, PNR, Data Quality

SITA
BORDER CONTROL

SITA INTELLIGENCE AND TARGETING

Advanced Risk Assessment, Threat Management, Predictive Risk, Alert &
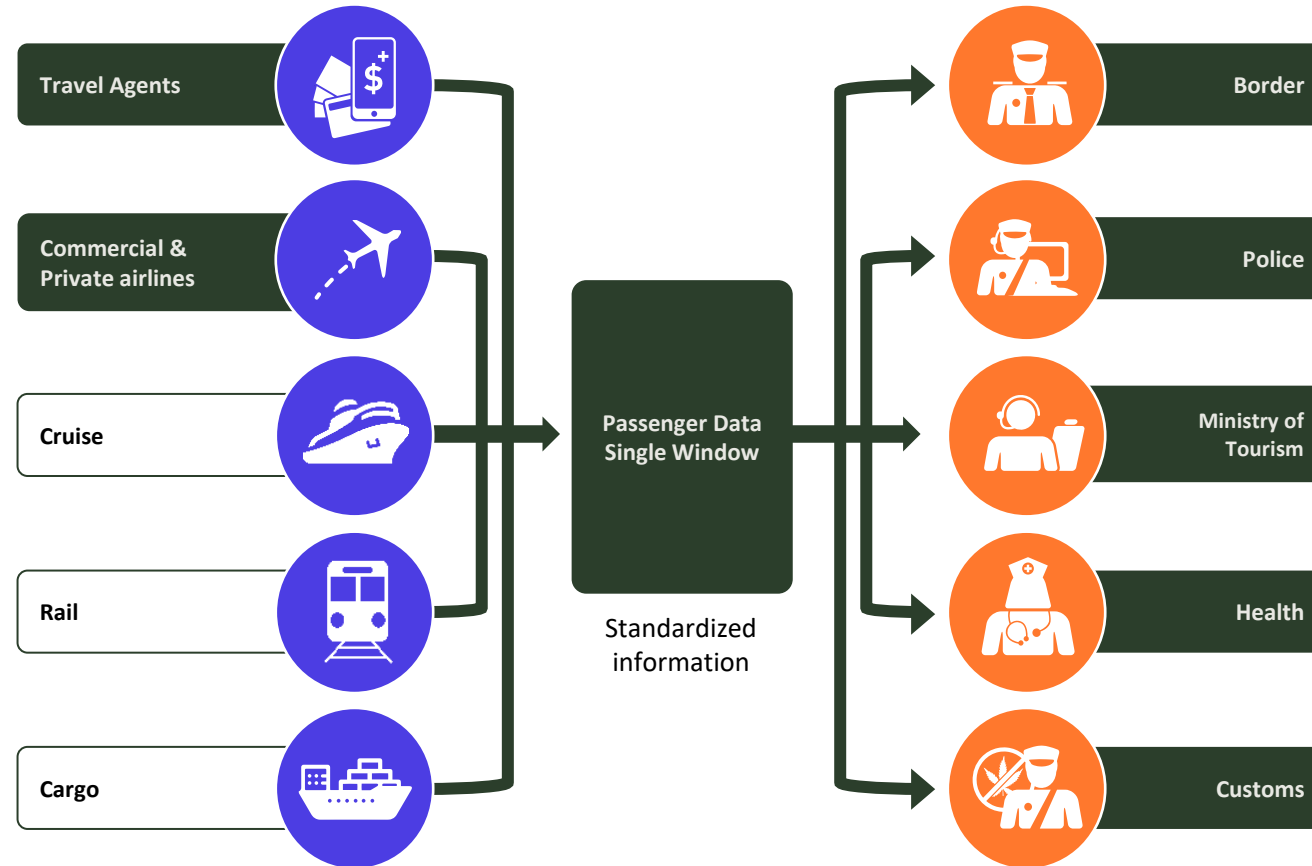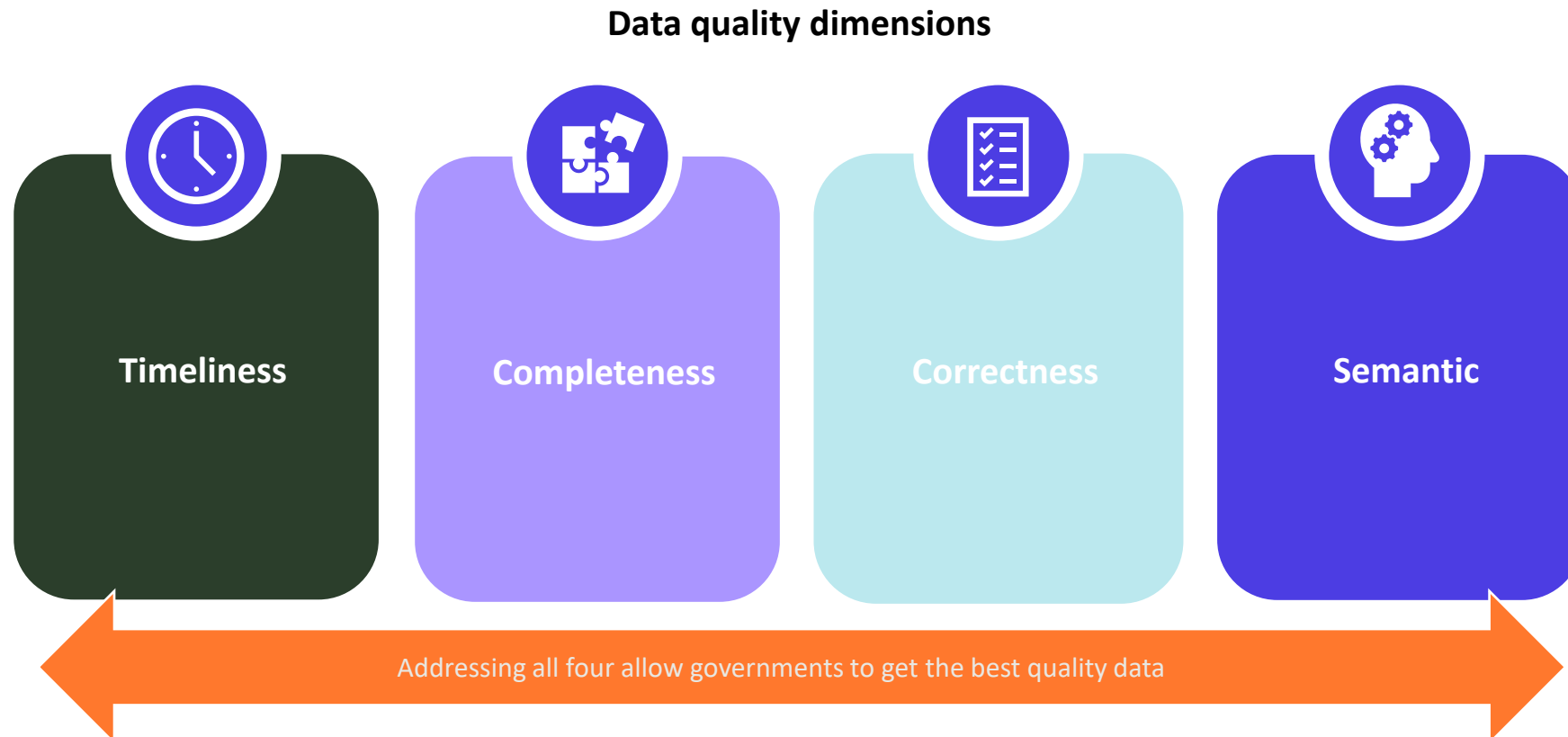Case Management

Delivering a Single Window

A single-window approach supports inter-agency collaboration and efficiency

Data Quality

SITA supports governments in identifying carriers' data quality issues

Data quality dimensions

Timeliness

Completeness

Correctness

Semantic

Addressing all four allow governments to get the best quality data

Mongolia API/PNR Project – Timeline & Key Outcomes

Phase	Description	Status
Engagement	Joint requirement gathering and stakeholder workshops	✅ Completed
Design & Planning	System architecture aligned to Doc 9944, UN CT Travel Programme, Annex 9	✅ Completed
Implementation	Gateway development, airline onboarding, training, and handover	🔄 In Progress
Outcomes	- Improved pre-arrival vetting	

ICAO & UN-compliant design
Multi-agency coordination | 🟢 Underway |

This project serves as a **model for future API/PNR implementations** in the Asia-Pacific region, bridging guidance with operational excellence.

We're the air transport industry's IT provider

Our technology powers more seamless, safe and sustainable air travel

Our customers include airlines, airports, ground handlers, governments, border agencies, and more

We work with Air Traffic Control, Air Navigation Services Providers, as well as aerospace, aircraft, and airframe manufacturers

We're bringing our IT and expertise to the rail and maritime industries, and the emerging Urban Air Mobility market

SITA

11

Created 75 years ago…	Born from a partnership of airlines, we're collaborative by nature
Industry owned, we're driven by industry needs	Unique in our understanding of travel processes

Delivering the Digital Borders of the future, today

25+
Over 25 years experience

75+
Governments around the world using our solutions

2bn
Over 2bn traveler journeys processed through our solutions

700
Carriers connected to our single window gateway

SITA

130
Nationalities represented

42%+
Customer-facing staff

4,900+
SITA staff

1,000+
Airports

>60
Different languages spoken

275+
Cities

>50
Locations in APAC

>123
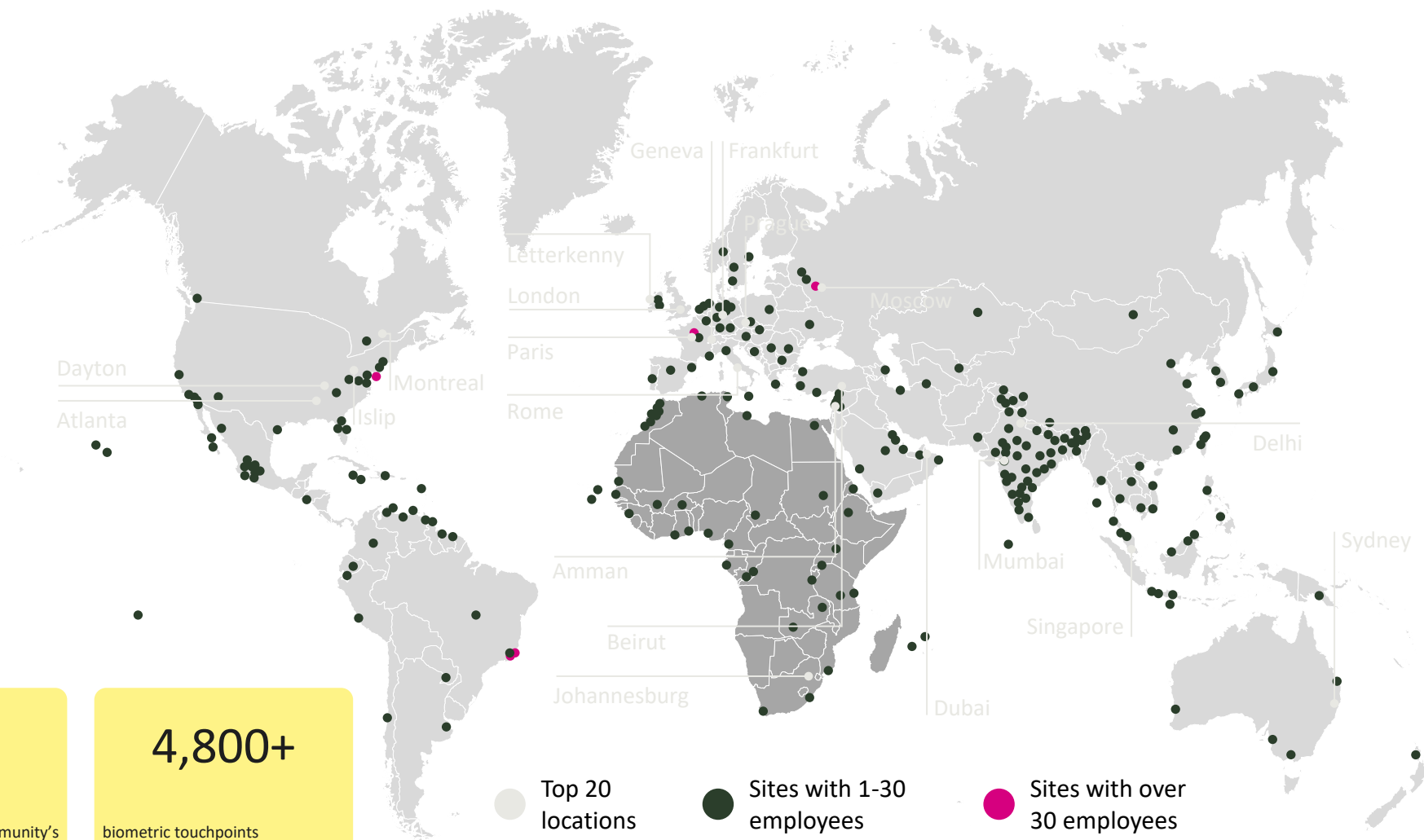Countries have SITA presence

75+
governments – including all G20 nations use our digital border solutions to strike the balance of secure borders and seamless travel

45%
of the air transport community's data exchange bridged

4,800+
biometric touchpoints revolutionizing the passenger journey across 40+ airports worldwide

Geneva | Frankfurt
Letterkenny
London
Paris
Rome

Dayton
Atlanta
Montreal
Islip

Amman
Beirut
Johannesburg

Mumbai
Singapore
Dubai

Delhi
Sydney

Top 20 locations

Sites with 1-30 employees

Sites with over 30 employees

Thank you.

Myriam Pellerin
Senior Business Development Manager

SITA