



CASE STUDY

ENHANCING OPERATIONAL EFFICIENCY AT BOISE AIRPORT THROUGH STRATEGIC PARTNERSHIP

CHALLENGE

As a growing airport, Boise Airport (BOI) had been struggling with inefficiencies due to a manual, paper-based badge application process that was error prone and slowed down operations. Christy Shaw, Credentialing Supervisor at BOI, noted that processing each fingerprint appointment took 15 minutes, with the small team handling over 8,000 appointments annually. Recognizing the need for a more effective approach, BOI sought a solution to streamline their processes and improve overall operational efficiency.

THOUGHT LEADERSHIP AND SOLUTION

AAAE had been hearing from many small and medium airports that they needed advanced automation, but many lacked the budgets and staff resources necessary to maintain many of the highly customized identity management solutions that were already available. Understanding the unique challenges faced by airports like BOI and wanting to identify enhanced solutions to modernize the airport badging process, AAAE forged a partnership with AirBadge. A standout entity in the airport identity management space, AirBadge's solution is cloud-based and non-custom, making it quick to deploy and less burdensome for airports to manage.

"AAAE's partnership with AirBadge was born from our commitment to advocating for airport interests and identifying innovative, airport-driven solutions that can scale. By allowing Transportation Security Clearinghouse (TSC) airport partners to add AirBadge's services onto their TSC service agreements, we worked together to create a new option for airports like BOI that are eager to leverage forward-thinking solutions to optimize their credentialing operations," said Sarah Pilli, Vice President of AAAE Services.

By partnering with AirBadge, AAAE facilitated the introduction of a new compliance automation software, and enabled BOI to transition from disconnected systems to a cohesive, end-to-end solution that significantly enhanced operational efficiency.

QUESTIONS?

Contact Sarah Pilli, VP, AAAE Services at sarah.pilli@aaae.org



AirBadge has helped BOI improve its efficiency in issuing and tracking airport badges, as well as simplified the audit process. Our team finds the system is easy to use and our customers appreciate being able to complete the badge paperwork online. The program has enabled us to process more badges with the same number of personnel, allowing us to meet the increasing demands of a growing airport.

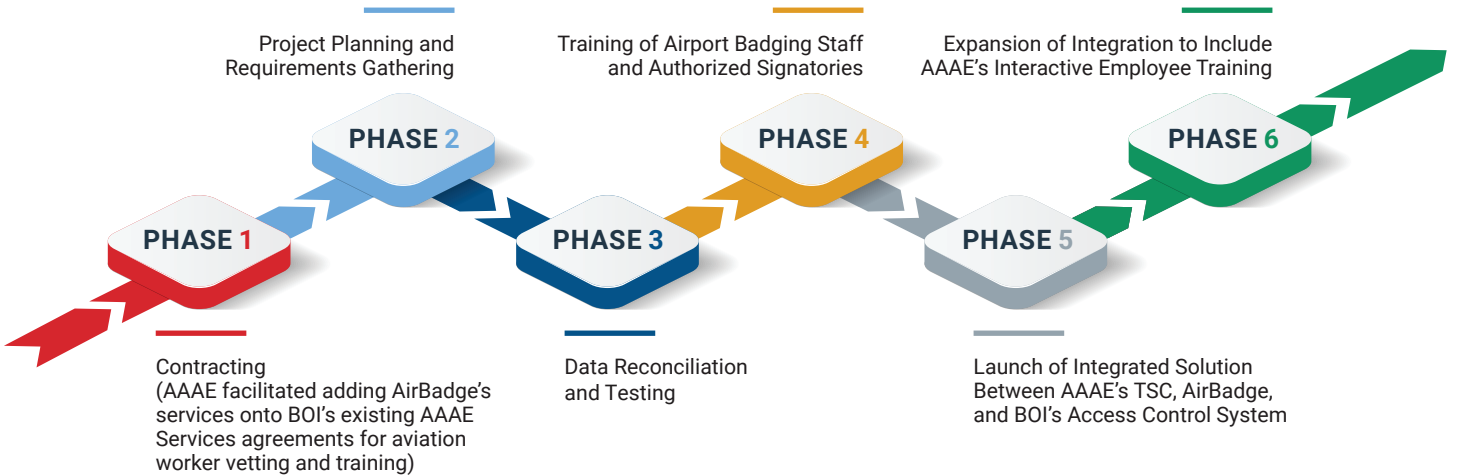
Rebecca Hupp, A.A.E.
Airport Director, Boise Airport



IMPLEMENTATION

With AAAE's expertise in aviation worker vetting and training, we implemented the AirBadge solution in just 6 weeks. BOI opted to add AirBadge's services onto their existing AAAE services agreement which helped expedite some of the typical procurement hurdles and delays. AAAE coordinated efforts with AirBadge and BOI to establish a dedicated test environment with TSC, ensuring successful implementation with TSC's Background Check Web Services—a proprietary set of web services that can be connected by any identity management provider at an airport's request.

Despite challenges like merging over 9,000 active accounts, the project stayed on track and the system went live in September 2023. In April 2024, the integration was expanded to include AAAE's Interactive Employee Training (IET) records.



The partnership between AAAE and AirBadge truly has streamlined a lot for us, and we've actually caught things that we didn't know we were missing. And to me, that's a huge red flag that we were doing it wrong to start with.

Jodi Spencer, C.M., ACE
Security Manager, Boise Airport



RESULTS AND BENEFITS

BOI experienced a dramatic improvement in operational efficiency. The time needed for fingerprinting appointments was reduced from 15 to 5 minutes, providing a significant boost in productivity. Moreover, the integration enabled seamless training and compliance management, further enhancing the airport's operational capabilities.

A year after initial implementation, the benefits of this integrated system are clear to BOI: automated report generation, simplified badge management, and improved compliance standards. AAAE's partnership with AirBadge not only addressed BOI's immediate needs but has set a benchmark for future improvements in identity management within the aviation industry.