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Headline: Chip technology with 3-Domain secure can be a game changer for visa industry.

Chip technology with 3-Domain Secure can be a game changer for Visa industry, BLS International Joint MD Shikhar Aggarwal says



BLS International Joint MD Shikhar Aggarwal Exclusive Interview: Introduction of e-visa in Visa Industry has given convenience to national and international travellers. In many ways, E-visa has bypassed the need of physical movement and made the processing and accessibility of visa services to travellers faster. However, with the Introduction of Artificial Intelligence (AI), machine learning and robot processing automation and analytics, experts feel that the process can be improved manifold backed with higher data security.

TechObserver.in's Sanjay Singh spoke with BLS International Joint MD Shikhar Aggarwal to understand how Visa industry is looking at emerging technologies. "Chip technology in the face-to-face environment and 3-Domain Secure (3-DS) tools, which help enable consumers to authenticate their identity in real-time, offering a balance of greater data exchange between merchants and financial institutions, especially at the time of shopping, can be a game-changer in the visa industry," he said adding that security must be given the topmost priority and it should match the speed of innovative possesses in the visa industry.

How do you look at e-Visa? How can the process be further improved?

E-Visas is a service given by government to automate the process of visa processing. Introduction of e-visa in Visa Industry has given convenience to national and international travellers. E-visa indeed has bypassed the need of physical movement and made the processing and accessibility of visa services to travellers faster.

This could further be improved with Chip technology in the face-to-face environment and 3-Domain Secure (3-DS) tools, which help enable consumers to authenticate their identity in real-time, offering a balance of greater data exchange between merchants and financial institutions, especially at the time of shopping, which can be a game-changer in the visa industry. Security must be given the topmost priority and it should match the speed of innovative possesses in the visa industry.



What are your views on use of emerging technologies like AI, machine learning in visa processing?

The visa industry is using AI in various formats like online appointment booking, mobile biometric services, e-Visa and allied contact centre. There's no denying that adoption of AI is picking up pace in various sectors, including visa and consular services. Most of the companies today are adopting AI mechanism in their business.

It is expected that by 2025, 50% of companies would have adopted AI mechanism and Visa processing is not an exception to this. Many software professionals and experts believe that implementing AI across several industries will give AI software potential revenues and a phenomenal ascent up to \$90 billion by 2025.

How has been business in India and what is your business expectation in the year 2019?

Outsourcing business is growing at a very fast pace in India and the number of visas processed from India are growing enormously as the appetite of Indians to travel abroad is increasing every year. In coming years, BLS expects to maintain its growth pace as it has showcased in last couple of years and has a vision to touch the lives of a billion people globally by creating a differentiated service experience.

What are the five key trends that you see will impact Visa industry in 2019?

Visa industry will witness the growth like never before, in coming years, and with frequent travelling it will be imperative for us to scale the operations accordingly and make the process seamless for travellers.

The **key trends in 2019** will be: Growth in the number of embassies and consulates worldwide; Extensive use of technology and AI; Emerging debate on data security; Growing independent travellers and their personalised requirements; Cumbersome administrative nature of visa processing; Growth of visa applications with increasing number of travellers; Overcoming the negative image associated with visa application processing (i.e., long waiting time and queues in visa application).