THALES
Building a future we can all trust

Thales Gemalto
Instant Issuance
Easy and secure on the spot issuance

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Banking & Payment Services

Customers expect everything instantly. Our state-of-the-art Instant Issuance solution gives financial institutions the power to address this expectation. Instant Issuance means that a card can be issued and activated on the spot and used by the customer there and then. It's essential for today's market, enabling financial institutions to get new customers up and running with their bank card instantly.

Our cloud-based Instant Issuance service gives you complete control of delivery and ensures cardholders receive their cards faster than ever. You can now quickly onboard customers and deliver the ultimate frictionless in-branch issuance user experience.

The service is flexible and comprehensive to meet your needs and the needs of your customers. It is easy to deploy either via an on-premises solution or in the cloud.

Offering Instant Issuance drives additional traffic to your branches to use your secure branded kiosks, giving you a golden opportunity to spend extra time with your customers, build your relationship with them and cross-sell other products and services.

Always be where your customer is

Gemalto Instant Issuance delivers an incremental revenue impact for your card programme by:

- **Increasing activation rates**
  82% of customers immediately activate their card on receipt compared with 50% when it is delivered by post

- **Driving more card usage**
  Instant card issuance increases the number of purchases by **five transactions per month**

- **Increasing spend and volume of purchases**

- **10 more** transactions are made in first 30 days of issuance

- Reducing risk of card interception and fraud

All the while adding value by delivering differentiation and increasing consumer satisfaction by:

- **Reducing waiting times**
  A faster card delivery process

- **Delivering greater satisfaction**
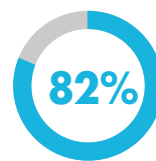 A personal and dedicated face-to-face service

- **Ensuring less stress**
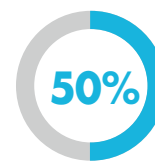 Lost cards can be replaced faster, increasing customer confidence in your brand

- **Increasing convenience**
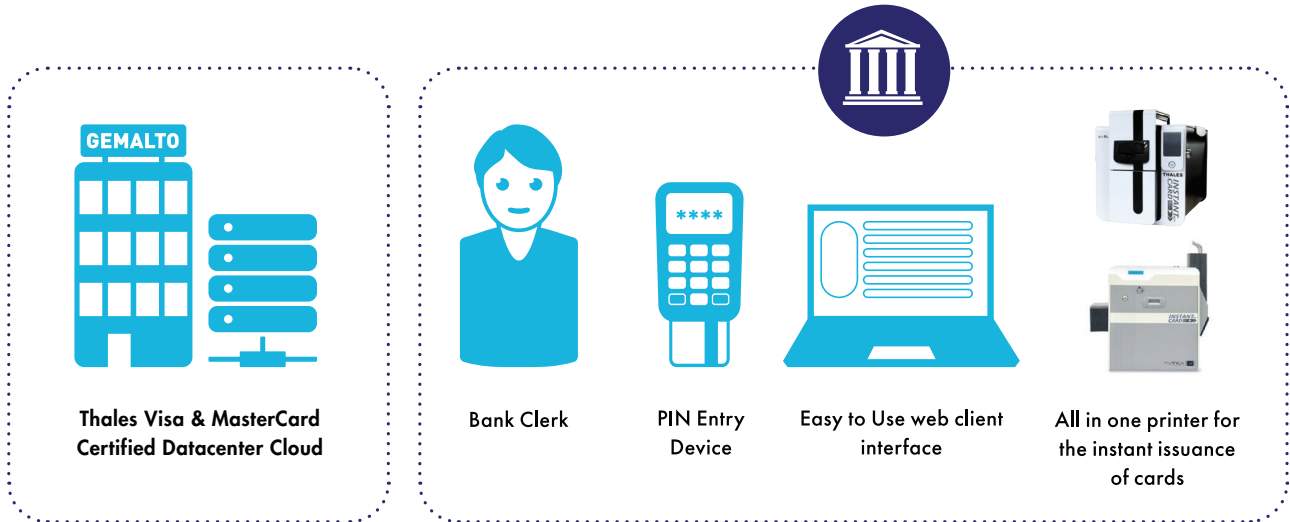 Greater ease and choice in how to get a card

Security and convenience

Thales is the world leader in digital security across payments services. Our Gemalto Instant Issuance solution is a certified service and compliant with industry standards.

- Latest Visa and MasterCard security requirements
- PCI-certified
- End-to-end data encryption during the entire card issuance process

82%
LESS UPFRONT INVESTMENT

50%
FASTER DEPLOYMENT TIME

70%
REDUCTION IN IT RESOURCES

This solution builds on Thales's experience of running and delivering numerous **EMV instant issuance** projects worldwide. This includes supplying a 5,000-strong branch network with more than **12 million EMV cards a year.**

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A Fully Packaged Instant Issuance Cloud Solution

Thales Visa & MasterCard Certified Datacenter Cloud

Bank Clerk

PIN Entry Device

Easy to Use web client interface

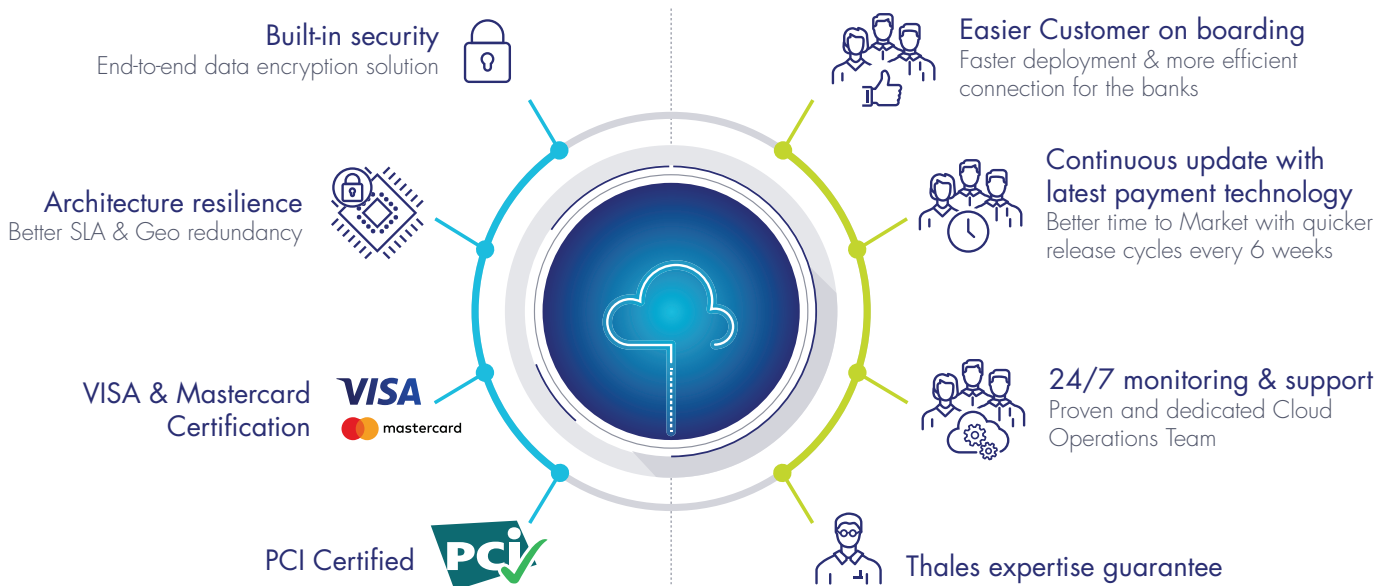**All in one printer for the instant issuance of cards**

We aim to deliver more than just secure software. Our goal is to provide a service that offers easy delivery and usage by complementing it with cards and PIN devices. Most importantly, it's compatible with the world's leading desktop printers whether you choose flat, embossed or full edge-to-edge printing.

Cloud-based solution:

We've developed our cloud-based solution to guarantee a secure and seamless solution for our customers:
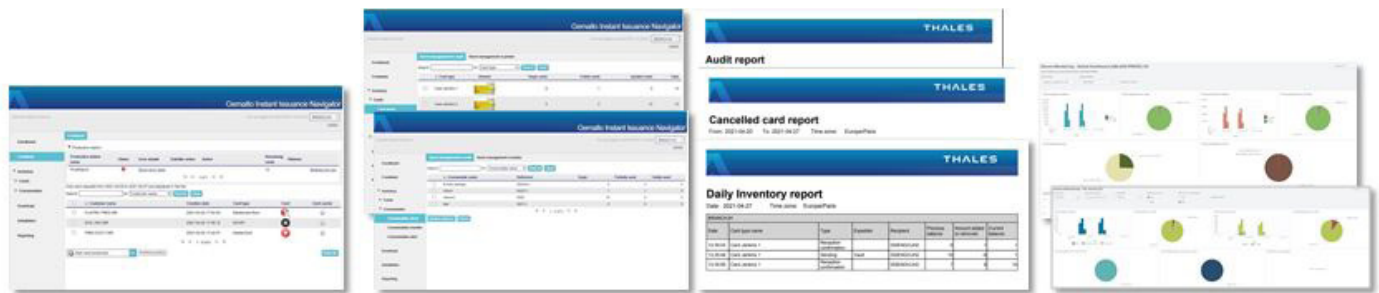
Built-in security
End-to-end data encryption solution

Architecture resilience
Better SLA & Geo redundancy

VISA & Mastercard Certification

PCI Certified

Easier Customer on boarding
Faster deployment & more efficient connection for the banks

Continuous update with latest payment technology
Better time to Market with quicker release cycles every 6 weeks

24/7 monitoring & support
Proven and dedicated Cloud Operations Team

Thales expertise guarantee

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Easy-to-use in-branch web interface

With our Gemalto Instant Issuance solution you will have access to a web-based service that has been designed to address all the needs of a financial institution. With a single web interface, the audit and process is simplified with key features such as production and dashboard monitoring. Thales experts can support and be connected to all branches to maintain the solution remotely and ensure a fail-safe service with our high system availability.

Our easy-to-use solution also has user-friendly front-end software designed to enable financial institutions and their users to be up and running with minimum time and effort for simple enrolment and card issuance in branch.

Instant card printers

Our unique cloud solution is complemented with world-leading and renowned hardware to meet your issuance needs, whether you require flat or full edge-to-edge printing. This comes packaged with card stock manufacturing and management services and is delivered seamlessly and directly to the branch.

Moving to the cloud is vital for financial institutions looking to develop new services and speed up their time to market. Our solutions provide secure and convenient onboarding and access to digital issuance services for hundreds of millions of end users worldwide. We are committed to supporting you and providing the best customer journey.