

# Support a digital nation ambition through a full digital Identity verification service

1

VERIFY MANY DIFFERENT TYPES OF ID DOCUMENTS

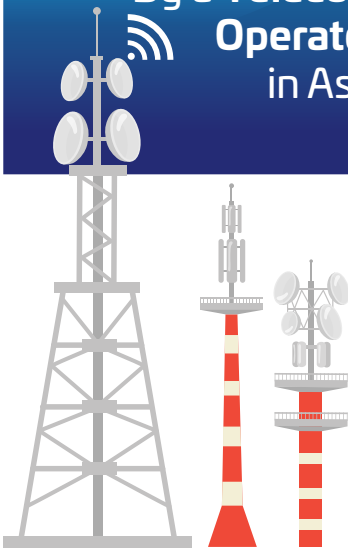
2

CONFIRM THAT SUBSCRIBERS ARE WHO THEY CLAIM TO BE

3

MEET LOCAL REGULATIONS FOR MORE THAN 85% ACCURACY

## A Case Study By a Telecom Operator in Asia



With an already well-established relationship thanks to several projects including On Demand Subscription Management Platform for eSIM, Thales was a natural partner to implement the new eKYC project.

The Telecom Operator opted for a **one-stop solution** that integrates everything needed to capture, verify and authenticate customer credentials and biometrics, both in-store and online.

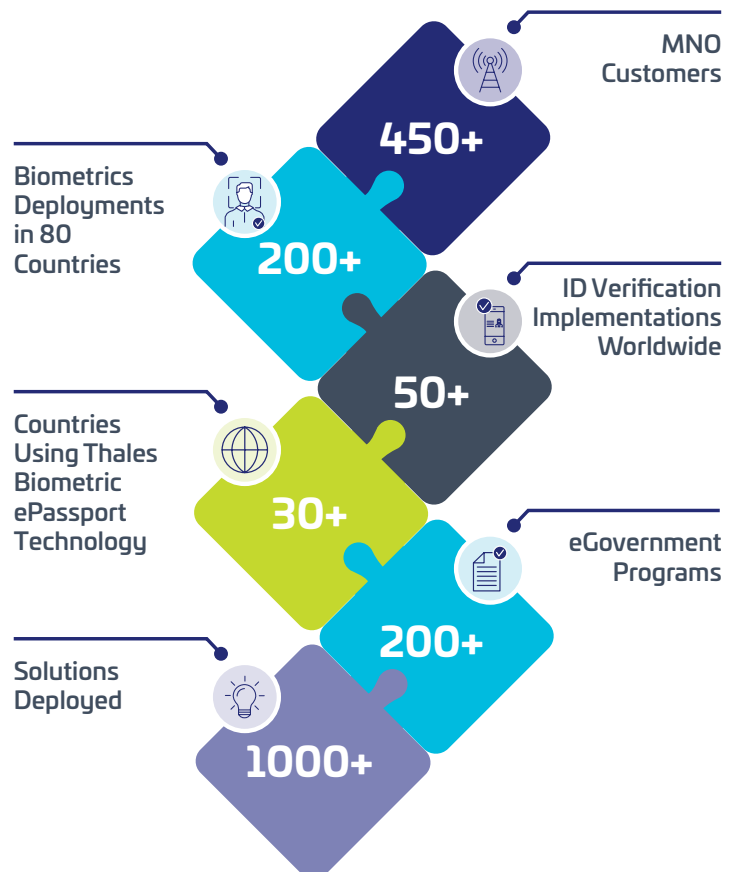
The ability to effectively verify the identity of new subscribers, remotely, is key for Telecom Operators and more generally enterprises.

Initially the operator's remote enrollment service relied only on a local postal delivery worker to visit the subscriber in person to verify their ID, creating additional administrative and logistics costs for them.

Digitization of the ID verification procedures, also referred to as eKYC (Electronic Know Your Customer) is a growing trend that has been accelerated by the pandemic, specifically for Telecom Operators and banks.

Following this trend, national digital programs have emerged in some countries.

In this regard, one of the leading Telecom Operator is committed to implement a fully digital eKYC journey for new subscribers.





# 1 VERIFY MANY DIFFERENT TYPES OF ID DOCUMENTS

Any eKYC service must be able to verify many different types of ID documents national or foreign, such as ID cards, passports, driving licenses, work permits.

In order to enroll, subscribers upload their ID document via the Operator's mobile apps. The verification system is powered by Thales Trusted Digital ID service platform.

>>>> This **one-stop solution** embeds more than 2400 templates of ID documents, worldwide. The verification process is automatic, instant and seamless.



# 2 CONFIRM THAT SUBSCRIBERS ARE WHO THEY CLAIM TO BE

ID document verification is not enough when subscribers want to enroll remotely. The eKYC service must confirm that the new subscribers are the legitimate owners of their ID credentials submitted

The highly integrated one-stop solution features **advanced facial recognition and liveness detection**. It swiftly confirms the authenticity of subscribers' ID credentials.

>>>> The Telecom operator now provides their subscribers with a **quick and easy** digital enrollment journey at the most convenient a time and location.

In the context of the Covid-19 pandemic, eliminating the need for face-to-face contact provides public health benefits.



# 3 MEET LOCAL REGULATIONS FOR MORE THAN 85% ACCURACY

Any eKYC service must be effective to meet local regulations for effective ID verification, for all types of ID document

To address regulatory requests, the Telecom Operator relies on the high accuracy and reliability of Thales Trusted Digital ID services platform.

>>>> The success rate for remote identity verification even exceeds the local regulations requirements.

*"The future is digital," said an Executive of the Telecom Operator. "We are committed to supporting a national digital ambition by delivering an outstanding experience for all our prepaid and postpaid customers. Going forwards, our eKYC journey will fit perfectly with the new generation of eSIM enabled devices, creating a fully digitized service for our subscribers."*

The Trusted Digital ID platform and eSIM are part of the solution portfolio Trusted Digital Telcos. Those solutions enable Telecom Operators to deliver a 100% digital and intuitive customer experience.

**Download our white paper:** Thales Trusted Digital Telco