



**Neobank goes
digital first with
Thales Gemalto IdCloud**



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Banks and fintechs are at the vanguard of fraud protection, keen to keep the wheels of commerce turning while innovating to maintain the interest of their digitally savvy customers and ensuring that security remain robust, seamless, and easy to use. But how do you ensure your brand can keep up with the speed of the latest security tech?

Some companies are looking at the experience in Brazil to catch a glimpse of what they can learn.

Digio is a bantech that is becoming a leader in deploying strong, user-friendly security services into their financial platform. The digital bank is owned by Bradesco, one of the largest Brazilian banks. And its digital first approach is based on offering virtual credit cards and digital account services through mobile app.

Digio breaks new ground

Digio launched its first product in 2016, with DigioCartão, a credit card simple to use with no annual fee and an innovative expense management application that provides real-time insights into expenditure. Since then, the company has expanded to become a full financial platform for all its clients, offering a lot more than just a credit card and a digital bank account. Now it offers a range of different services such as cashback advantages connected to credit card spending and easy-to-access discounts and loans. All of these options are available to their user's via a sleek mobile app.

Digio's passion for technology simplifies its relationship with customers and financial products. That's why the company develops services and solutions that give its clients full control over their financial life, while offering greater transparency and more security, not compromising it on any level.

Digio's use of the technology is helping it achieve its aim of securing its digital banking services while still providing a frictionless user experience to all its customers.

Digio needed a partner that could:

- optimise security costs
- provide a scalable solution to support their aggressive growth plans
- offer a flexible pay-as-you-grow business model
- deliver all of these options with a fast time to market.

Digio is continuing on its bantech journey, which began with the launch of its popular credit card a few years ago and has progressed to the unveiling of digital bank accounts in early 2020. It is extending its portfolio with secure access to services to ensure all customers are confident that their money is safe. This is being achieved by deploying a mobile token solution which is both cost effective and very secure.

Let's dig deeper into the solution it selected:

Cracking the user experience challenge

Fintech companies know that delivering a good user experience is vital and the approach that Digio is taking could provide a business model. It is ensuring access to its mobile app while continuing to provide the best possible user experience for its sophisticated digital native customer base. To achieve this, Digio is working with Thales to implement Thales Gemalto IdCloud, a cloud-based strong customer authentication service that covers its bantech needs in terms of device binding, secure access, transaction signature and secure storage.

This solution offers high levels of flexibility, a speedy time to market for new services and the ability to scale rapidly.

Partnering with Thales is a natural choice for Digio because it recognises Thales' reputation as a global player with good local connections that offer speed and flexibility.

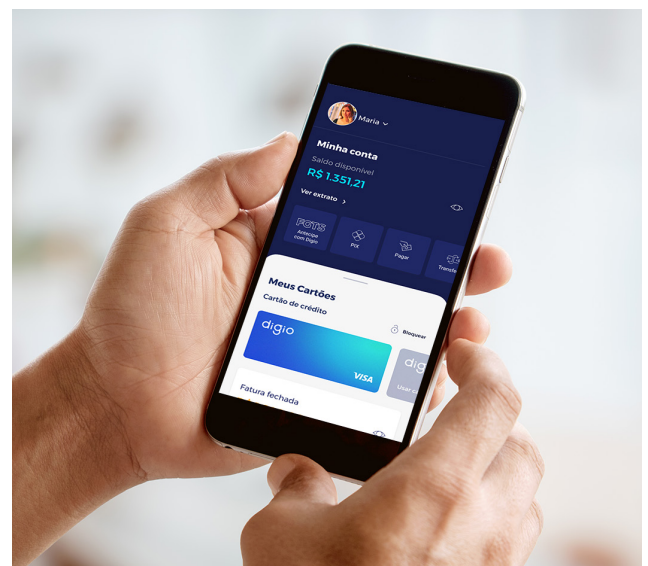


Photo credit: Digio

Trust in Thales

Digio uses strong customer authentication (SCA) for login to its mobile app. Account takeover (ATO) is prevented through device binding.

The first time a user signs up for the service, device provisioning is triggered. The app connects with Thales Gemalto IdCloud, which generates and injects an encrypted seed key into their mobile app. The device is now provisioned and bound to the user, ready to be used as a SCA possession factor.

Every subsequent time the user attempts to access the app, Thales Gemalto Mobile Protector SDK generates a unique cryptographic signature that is sent to the backend where it is validated to give the user access to the service. This process is completely transparent to the end user, so they can enjoy frictionless yet secure authentication when their device is recognised and approved.

Digio opts for cloud

Choosing a solution based on cloud services is a no-brainer for Digio as a digital-only bank focused on using the latest technologies. With a cloud model it can avoid a big initial infrastructure investment and be sure that it is in control of its costs with a pay per use approach. Integration is smooth, thanks to an API which is described in detail on the developer portal for its in-house team. Thanks to the cloud approach Digio can easily add other services whenever its needs change in the future.

Thales Gemalto IdCloud

Thales Gemalto IdCloud enables financial institutions to secure the lifecycle of their digital banking services by combining **identity proofing** and **identity affirmation** services to secure **onboarding** and **strong customer authentication (SCA)** and **risk based authentication (RBA)** services to secure **access**. It minimises friction to deliver a first-class digital customer journey and is all carried out with **one single platform**.

Thales Gemalto Mobile Protector

Thales Gemalto Mobile Protector is the Mobile SDK for Android and iOS that pairs with Thales Gemalto IdCloud to deliver strong customer authentication (SCA) leveraging device-native fingerprint and facial biometrics, exposing a simple API to ease developer's integration into the FI's mobile apps. It integrates a combination of security mechanisms, such as code obfuscation, encryption, key protection mechanisms with key management, device binding, and root and jailbreaking detection. It **turns the user's smart phone into a highly secured personal device** to enable secure access to the bank's digital services as well as secure confirmation of transactions.

The Thales effect

With the integration of Mobile Protector SDK and the activation of Thales Gemalto IdCloud's services in November 2020, Digio is bringing better security and convenience to its mobile users. At the same time, it also improved operations on fraud reduction and decreased costs of client recognition processes by making Thales products the preferred solution.

Digio has notched up a 75% reduction in the volume of risk assessments in customer login processes. What's more, its customers are enjoying an easier and more secure experience, while it is optimising its costs.

What makes a good partner?

Thales is meeting Digio's demanding requirements in terms of security, flexibility and delivery. As **Marcelo Scarpa, Executive Director at Digio** says:

"Digio's desire is to always offer an amazing and secure journey to our clients. It has been a pleasure working with Thales. Even though Thales is a global player it has a clear local presence. I feel confident that we are engaged in a long-term partnership that offers a clear roadmap that is not only flexible and easy to work with but also brings good support from local technical consultants who are easing the integration of the solution at our bantech."



Photo credit: Digio - Marcelo Scarpa, Executive Director at Digio

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