FRICTIONLESS DIGITAL CUSTOMER ONBOARDING

THE CHALLENGE

First impressions matter and when signing up prospective customers, it is critical that the onboarding process is perceived as convenient, fast and secure. Today, account origination can be a complex, time-consuming process constrained by regulatory requirements and potentially vulnerable to security threats. Digital transformation initiatives seek to increase the efficiency of this process, thereby driving top-line revenue growth and creating competitive advantage by optimizing the customer experience.

DIGITAL ONBOARDING

IdentityX® Digital Onboarding enables companies to implement an online, seamless account origination process. Our platform delivers a truly digital experience that reduces the amount of manual steps required for verification, eliminates the need to step into a brick and mortar location to complete paper based transactions and/or send physical documents through the mail.

With IdentityX Digital Onboarding

- Scan identity documents
- Take a selfie (liveness checks are performed during capture)
- Service provider performs AML and KYC checks (as necessary)
- Customer receives confirmation they are enrolled
- Customer uses biometrics to access their account

Legacy Experience

- Customer signs up online or in person
- Customer goes in person with identity documents and personal information
- Service provider uses data collected to perform KYC and AML in compliance with the country's regulator (as needed for their business)
- Service provider sends out-of-band message (letter etc.) to a trusted contact point to link physical and digital identity
- Customer can access their new account using passwords or similar
- Customer must authenticate with password/OTP to utilize mobile app (even if it has biometric authentication)

KEY BENEFITS

Reduces customer friction

- Easier to enroll and lowers abandonment

Reduces cost and increases operational efficiency

- Less manual input and verification
- No chasing or storage of physical documentation from the customer

**Speeds up time to revenue**

- Quicker activation of customer

THE IDENTITYX DIFFERENCE

- Unified platform for Digital Onboarding and Authentication
- Deep expertise in biometrics including the best liveness and quality techniques in the industry
- Comprehensive approach to security and auditing
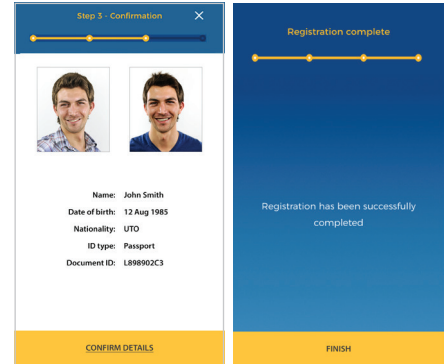
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EXAMPLE

STEP 1:
Document capture
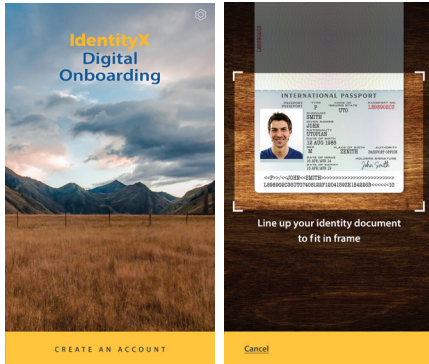
STEP 2:
Comprehensive suite of liveness checks

STEP 3:
Review & upload

THE SOLUTION

IdentityX Digital Onboarding is made up of the following components:

CLIENT SDKS

- Document capture
- Facial image capture
- Facial quality checks
- Biometric liveness – active, passive and more
- Document type recognition
- Fast OCR on mobile
- Device signals
- User feedback
- Integration readiness

MANAGEMENT CONSOLE

- Customer registrations
- Onboarding checks
- Matching and liveness results
- Management reporting
- Policy and configuration

DIGITAL ONBOARDING SERVER

- **ID Document Processing**
  - Document recognition
  - OCR
  - White light authentication
- **Scanning of Supporting Documents**
  - Scan utility bill e.g. for proof of address
- **Server Side Liveness**
  - Server directed liveness
  - Server liveness detection
- **Biometric Matching**
  - Document's facial image
  - Liveness video best frame
  - Trusted source matching
- **Identity Registration**
  - API security
  - Secure Data at Rest

ID DOCUMENTS SUPPORT

- **For fast OCR on mobile:**
  - Machine-readable passports
  - Driver's licenses
  - National IDs
- **On server recognition:**
  - 2,500+ documents including passports, driver's licenses, national IDs and more
  - 110+ countries in Asia, Africa, Europe and the Americas
  - OCR, MRZ and barcode processing
  - Ability to add support for non-standard document types

ABOUT DAON

Daon is an innovator in developing and deploying biometric authentication and identity assurance solutions worldwide. Daon has pioneered methods for securely and conveniently combining biometric and identity capabilities across multiple channels with large-scale deployments that span payments verification, digital banking, wealth, insurance, telcos, and securing borders and critical infrastructure. Daon's IdentityX® platform provides an inclusive, trusted digital security experience, enabling the creation, authentication and recovery of a user's identity and allowing businesses to conduct transactions with any consumer through any medium with total confidence.

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