

idbox™ KYC

Digital Customer Onboarding

► Digitalize your Business with an end-to-end Onboarding service



The Challenges

Accelerate your business by speeding-up the entire customer digital onboarding process

- **Slow time-to-service and UI/UX.** Customers need to have quick responses and fast time-to-service and this is difficult with the existing time-consuming processes that are based on email, branch/PoS and/or courier companies' visits.
- **Increased costs.** The cost of papers, printing, emailing, keeping multiple copies and storage as well as the human effort due to manual processes requires high costs.
- **Security issues.** More security measures are needed in order to authenticate the person that needs to be verified and validated towards his identification and supplementary documentation.



Did you know?

- Currently more than 40% of the customers whose process for activation is interrupted, are totally abandoning the process

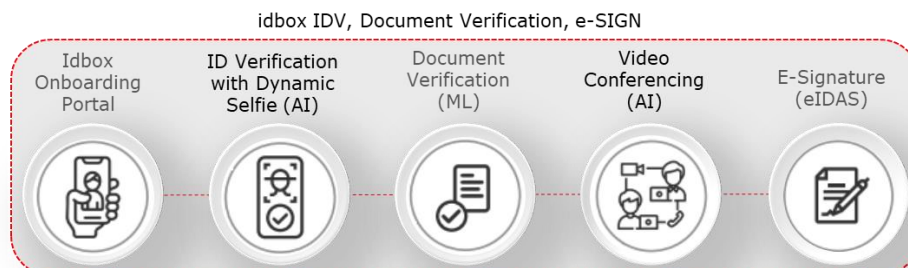
Indicative areas of applicability



- Banks
- Telecoms
- Service Providers
- Insurance companies
- Retailers
- Energy providers
- Shipping companies
- Hotels

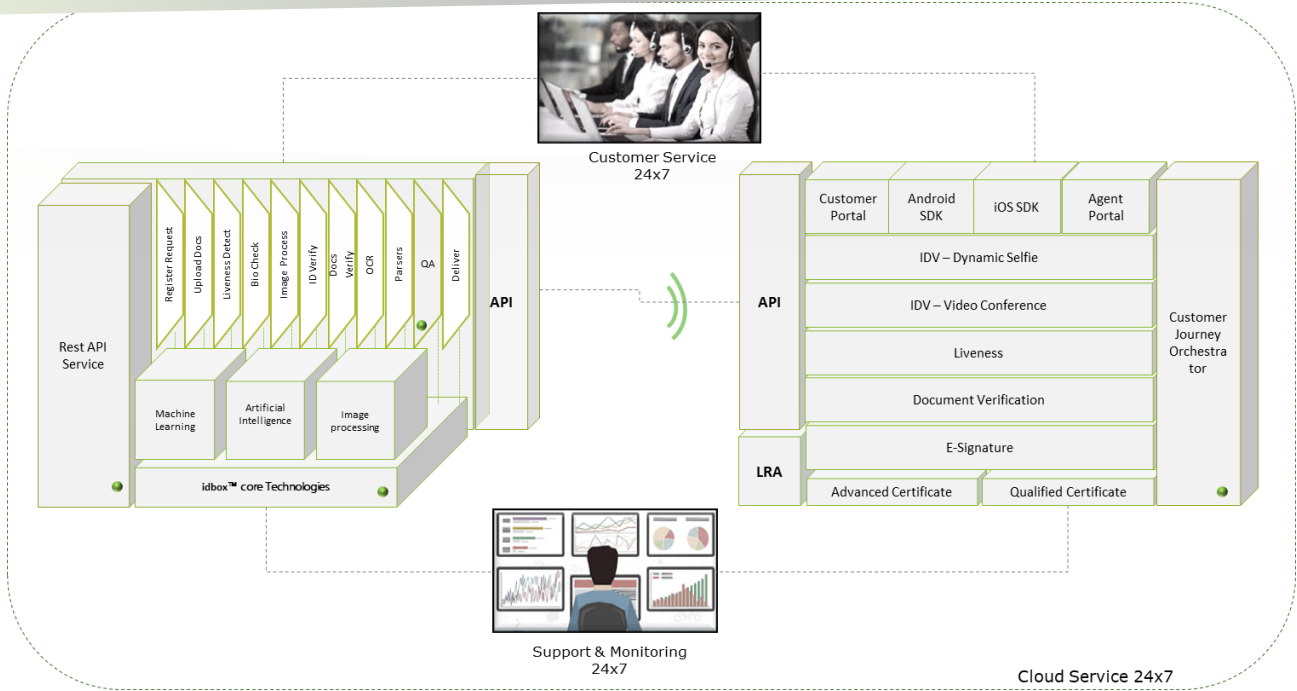
The Solution

Orchestrate onboarding process by embracing digital and automated approach



idbox™ Digital OnBoarding service allows any company or organization to instantly build a digital customer flow. It enables the remote authentication and registration process for a service or product purchase in just a few minutes, anytime, anywhere and from any device.

The service is based on AI, Image Processing, Machine / Deep learning technologies and is available in the cloud at 24x7 level, offering ID Verification, Document Verification and remote e-Signature capabilities.



The Benefits and KPI's

Create corporate value by transforming your existing flow process to digital with usage of idbox™

1. User Experience & Customer Satisfaction **95%**
2. Registration Time & Time-to-Service Reduction **99,9%**
3. Abandonment Rate is the KPI for customer who decide to quit the current process due to forced interruptions **-40%**
4. Promotion Rate is the number of customers who suggest specific contact details of relatives or friends to perform the same process **50%**
5. Alternative Digital Channels Adoption & Business Synergies with 3d Parties is the New Channels KPI which concludes to extra revenue which would not be possible **40%**
6. Operational Expenses Reduction with extreme Cost Savings is the reason why organizations prefer idbox™ **-60%**



Trusted & Secure

Regulated process covering all local and European laws



Simple & User-Friendly

Reduce errors, increase compliance, and enhance users' experience



Flexible & Configurable

Tailor made solution – can grow with your business



Easily Integrated

With any 3rd party systems (i.e. DMS, BPMS, ECM, etc.)

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