Samsung SDS Digital Identity Platform

Reduce time, fraud, and customer frustration with a more efficient, digitally driven process

Reduce abandoned transactions while minimizing fraud and risk with a frictionless digital identity solution. Designed to meet the needs of both financial institutions and their customers, Samsung SDS's Digital Identity Platform offers advanced identity and document verification capabilities, biometric authentication technology, user anomaly detection, and digital collaboration features to be integrated alone or together to transform the user experience.

ID Verification

Validate identity documents including passports, visas, driver's licenses, and ID cards from 192 countries with speed and ease. Our ID Verification solution streamlines identity proofing to reduce customer friction and protect you from fraudsters. Utilizing forensic document examination, advanced facial recognition, and risk vector analysis, our ID Verification process screens for fraudulent transactions, assures liveness, and detects known spoof attacks—in a lightning-fast 20 seconds or less.

Nexsign™ for FIDO Certified Biometric Authentication

Improve the customer experience and strengthen data security with Nexsign Biometric Authentication. Unlike a password, which can be easily forgotten, hacked, or duplicated, Nexsign verifies a customer's identity with biological information, such as fingerprint, voice or facial scan. Our solution enables multifactor step-up authentication for any transaction requiring identity confirmation to deliver a user experience that is simple, fast, and more secure.

Behavioral Biometrics

Compromised or phished online credentials account for the majority of data breaches today. Recognize trusted customers and spot cybercriminals with continuous authentication using behavioral biometrics. Login anomaly detection algorithms look for behavioral factors that seem out of the ordinary, such as login location, swipe patterns, keystrokes, and more. Behavioral biometrics quickly detects anomalous behavior and responds by executing additional security measures.

Digital Collaboration & Customer Onboarding

Reduce customer friction by moving the entire onboarding process online. Our secure collaboration solution enables you to easily support customers with face-to-face conversations online. Move effortlessly between messaging, content collaboration, screen sharing, white boarding, and real-time meetings, and enable important documents to be completed and signed from any device, at any time.

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Every business is now a digital business. Research shows consumers want financial institutions to move to digital and want to be able to verify their identities online. Continuing to use lengthy, paper-based processes, complicated account logins, and outdated defenses to protect customer data means failure. Success relies on aligning a frictionless digital experience with enhanced security solutions that minimize fraud, protect customers, and bring speed and efficiency to your business. The Samsung SDS Digital Identity Platform is your key to success.

Use Our Digital Identity Platform to:

- Protect Customers' Identities and Information: Replace insecure passwords with non-duplicative data to authenticate users. Add extra safeguards to spot compromised devices or passwords with login anomaly detection.

- Streamline New Account Setup: Securely capture and verify various forms of documents and IDs. Upload documents, connect face-to-face to a live online agent via webcam, and complete and electronically sign documents for new accounts, loans, investments, and more.

- Improve Customer Engagement and Onboarding: Review account details with clients online, share screens and files, and annotate content with voice, text, and pictures.

- Accelerate Application Process: Streamline the application process and eliminate instances of fraudulent applications by digitally validating all forms of identification. Additionally, have a virtual notary verify and confirm identity and apply a notary seal to documents.

- Simplify Customer Authentication: Replace the lengthy knowledge-based authentication (KBA) process for call center agents with customer-voice-enabled authentication. For mobile account access, use of fingerprint, voice, iris, or facial scans provide customers with a safe, simplified way to authenticate, eliminating the need for complicated passwords and SMS-based OTPs.

55% of customers say they would be more likely to apply for a financial product if the process was 100% online, and over half (52%) would buy additional services if paper-based identity verification was not needed. Source: Signicat, March 2016

CONTACT US

To learn more about the Samsung SDS Digital Identity Platform visit www.samsungsdsa.com or email us at bd.sdsa@samsung.com.

ABOUT SAMSUNG SDS AMERICA, INC.

Samsung SDS America (SDSA) is the U.S. subsidiary of Samsung SDS, a $7B global software solutions and IT services company. SDSA helps companies optimize their productivity, make smarter business decisions, and improve their competitive positions in a hyper-connected economy using our enterprise software solutions for mobility, security, and advanced analytics.

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