THALES
Building a future we can all trust

From manual to automated ID verification
Enabled by instant ID document and biometric checks

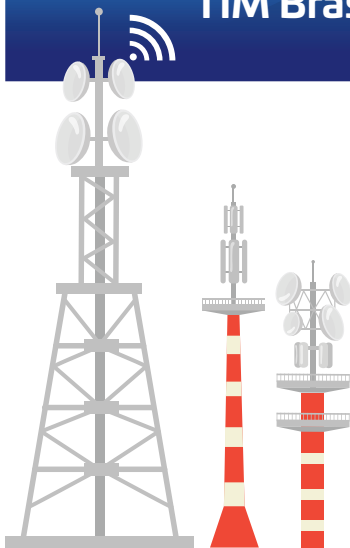### 1
DECREASE ONBOARDING TIME FROM 30 DAYS TO JUST SECONDS

2
IMPROVE ACCURACY AND RELIABILITY BY MORE THAN 90%

3
DRASTICALLY REDUCE THE COSTS OF SUBSCRIPTION FRAUD

A Case Study of TIM Brasil

Fighting ID fraud is key for Telecom Operators seeking to protect their business and customers. Compliance with local regulations must also be ensured. This is particularly true in Latin America where Telecom Operators and governments sometimes partner to verify ID credentials.

Postpaid and prepaid subscribers must submit identity documents for verification before their account is activated at point of sale.
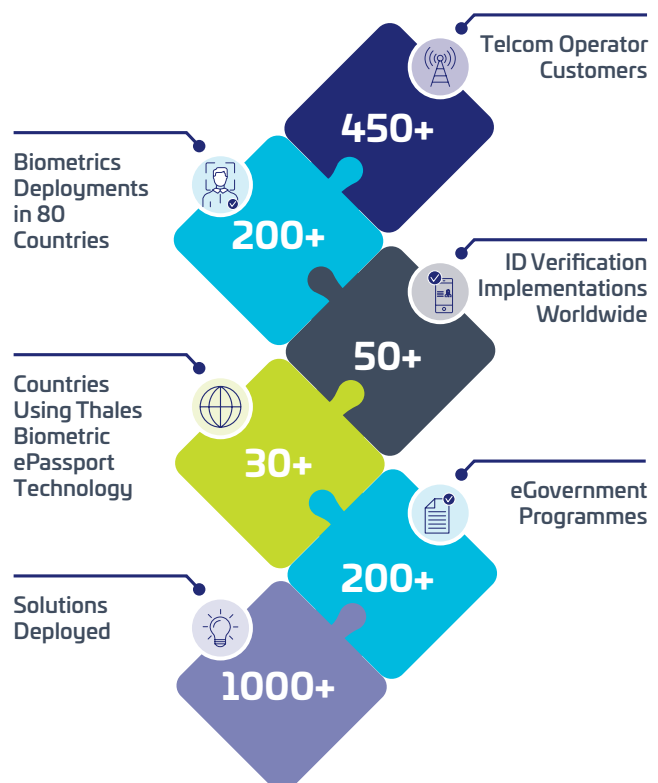
However, at the moment, the verification process is typically undertaken manually. Consequently, it is lengthy, unreliable.
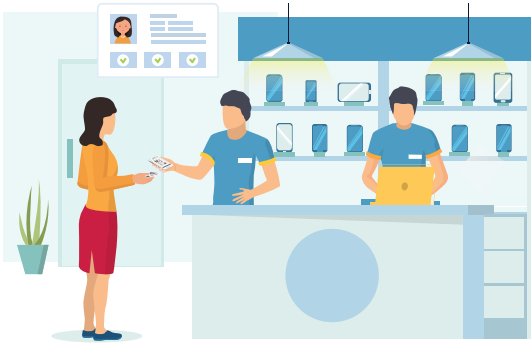
These manual processes impact both Telecom Operators and their affiliates and partner stores.

Against this backdrop, TIM Brasil is now positioning itself as a digital pioneer. Manual onboarding processes need to be replaced with fully automated, real-time identity verification.

With years of experience in delivering ID verification solutions for major Telecom Operators, worldwide, Thales was a natural partner to implement this new eKYC (electronic Know Your Customer) project.

TIM Brasil opted for Thales Trusted Digital Identity, a **one-stop solution** that integrates everything needed to capture, verify and authenticate customer credentials and biometrics, both in-store and online.

450+ Telcom Operator Customers

200+ Biometrics Deployments in 80 Countries

50+ ID Verification Implementations Worldwide

30+ Countries Using Thales Biometric ePassport Technology

200+ eGovernment Programmes

1000+ Solutions Deployed

1 DECREASE ONBOARDING TIME FROM 30 DAYS TO JUST SECONDS

Manual onboarding can take up to 30 days to complete. This results in lengthy delays both in enrolling legitimate customers and identifying attempted fraud.

>>> Now sales agents use their web portal or mobile app to submit subscribers' ID credentials to Thales' one-stop automatic solution. The new process takes only a few seconds, compared to up to 30 days.

2 IMPROVE ACCURACY AND RELIABILITY BY MORE THAN 90%

Manual onboarding processes are inaccurate and unreliable, leading to errors and fraud.

>>>> To confirm the identity of the holder, the system relies on 2 security enablers:

▮ Checking the authenticity of the ID credentials provided.

▮ Reliable face matching, powered by biometric technology blended with sophisticated Machine Learning algorithms.

3 DRASTICALLY REDUCE THE COSTS OF SUBSCRIPTION FRAUD

Telecom Operators can lose up to 3% of their revenues because of subscription fraud.

Understandably, sales agents are not experts in manually detecting falsified ID documents.

>>>Thales' **one-stop solution** enables **both** effective ID verification and extended subscriber verification. The key capability is cross-checking information with external databases.

"With the Thales Trusted Digital ID solution we have a fully integrated solution that safely facilitates the onboarding process, decreases fraud resulting from human error, and engages our customers with an end-to-end digital experience." Says an Executive in charge of TIM Brasil's fraud management department

To learn more about in-store and online ID verification, **watch our videos and download our whitepapers**.

> Thalesgroup.com/Mobile <