THALES

Thales Advanced ID Verification
ID Document Readers for Telecom Operators

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Mobile Connectivity Solutions

In an increasingly digital world, governed by rigorous regulation, telecom operators are keen to offer customers simpler and more secure identification solutions.

Combating fraud, improving customer care

Crimes such as money laundering typically involve fake or stolen identities, and the creation of fraudulent accounts. In response, governments are passing tough new legislation to protect their citizens. Regulations including KYC (Know Your Customer) and SIM card registration therefore require businesses to implement robust and secure systems for verifying the identity of customers.

These issues are particularly relevant for telecom operators, as subscription fraud is estimated to represent 20% of all such crime within the sector[1]. At the same time, customers expect operators to do more than simply protect their identity. They are rapidly becoming accustomed to seamless digital journeys, and fast, straightforward access to a wide range of services. In a hyper-competitive market, telecom operators cannot afford to lose either new prospects or existing customers.

Thales ID Document Readers – the perfect response

Faced with more discerning customers, sophisticated fraudsters and tighter regulation, telecom operators must combine exacting security with a seamless user experience.

Advanced in-store identity verification, using Thales ID Document Readers, represents the ideal solution for customer enrollment – and beyond.

Our readers enable trusted digitalization of customer data, which is used to populate the telecom operator's CRM. They are also the first step in the creation of a Trusted Digital Identity that provides customers with secure access to new services. This 'create once, use many times' model ensures telecom operators can continue to improve the customer experience.

Thales' ID Document Readers are part of our Trusted Digital ID services Platform. This comprehensive solution meets the diverse requirements of telecom operators, including support for strong identity verification processes that:

• Comply with anti-fraud processes
• Deliver more efficient enrollment
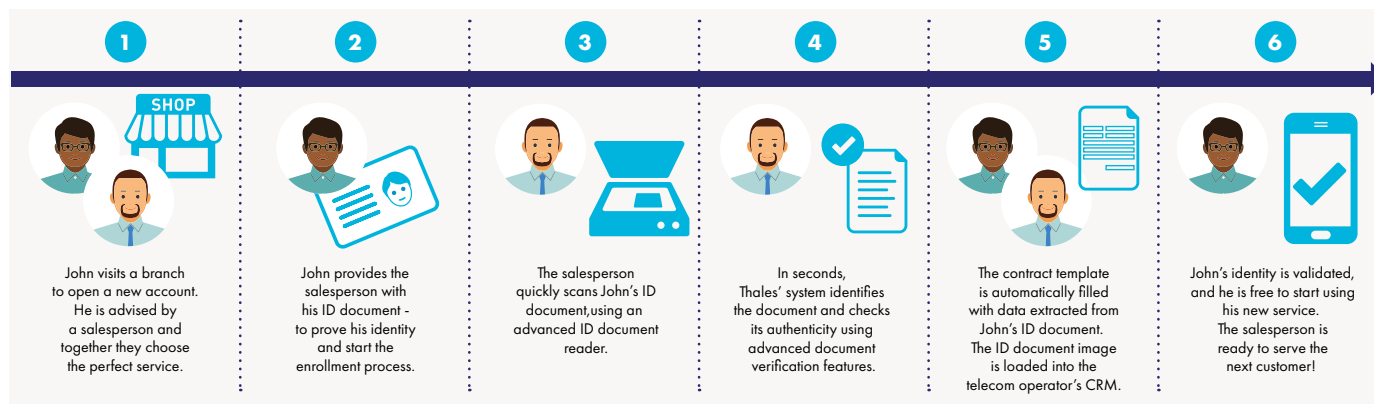• Provide a smooth customer experience

ID Document Readers: swift capture and verification of ID documents, and automatic form filling

As part of Thales' Trusted Digital ID Platform, our advanced readers enable the capture and verification of an array of official ID documents (such as passports, ID cards and driver licenses), along with biometrics, including fingerprints and facial capture with liveness detection.

Relevant personal details are extracted automatically from the customer's documents, speeding the process of form filling and minimizing the risk of error. All this captured information is verified in real time by Thales' Trusted Digital ID services Platform.

Advanced ID verification: the in-store consumer journey

Here is a typical in-store customer journey, including strong ID verification and automatic form filling:

1	2	3	4	5	6
John visits a branch to open a new account. He is advised by a salesperson and together they choose the perfect service.	John provides the salesperson with his ID document - to prove his identity and start the enrollment process.	The salesperson quickly scans John's ID document, using an advanced ID document reader.	In seconds, Thales' system identifies the document and checks its authenticity using advanced document verification features.	The contract template is automatically filled with data extracted from John's ID document. The ID document image is loaded into the telecom operator's CRM.	John's identity is validated, and he is free to start using his new service. The salesperson is ready to serve the next customer!

Alternatively, customers can be offered the convenience of self-service identity verification - via an in-branch kiosk.

[1] Source Communications Fraud Control Association (CFCA): 2017 Global Fraud Loss Survey

Thales' ID Document Reader portfolio

To enable trusted verification of an identity document's security features, and capture identity attributes with the highest standards of accuracy, dedicated equipment is essential.

Thales' ID Document Readers simultaneously address requirements for speed and security. Utilizing sophisticated checks, such as under ultra-violet light, these readers can be used to detect a diverse array of fake documents. With options available for desktop applications at point of sale, or mobile applications that utilize tablet readers, our solutions can be adapted easily to suit different priorities and demands.

Thales' ID Document Readers verify both the **electronic and physical security features** of an identity document. Depending on the degree of security required, various levels of verification are possible.

Our dedicated **eID (electronic ID) Document Readers** enable this verification to take place in a secure, tamper-proof chip. In addition to biographical details, this information typically includes biometric data.

Readers Overview

Intelligent Document Reader AT10Ki and OEM AT10Ki

Document Reader AT10K and OEM Document Reader AT10K

Document Reader AT9000 MK2

Document Reader QS1000

Double-sided ID Card Reader CR5400

LEVEL 1 WHITE LIGHT
Verifies elements of most ID documents under white light

LEVEL 2 INVISIBLE LIGHT
Verifies security elements of most ID documents under white light, ultra-violet and infrared light
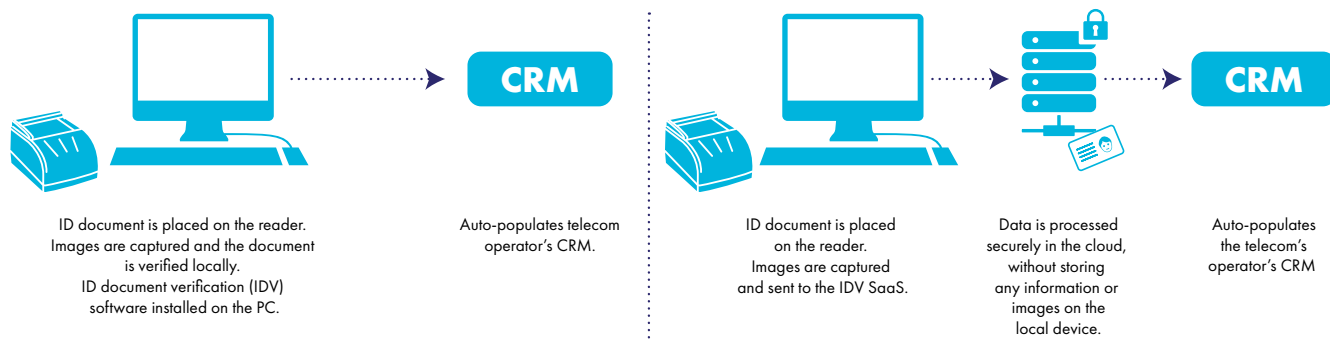
ELECTRONIC
Verifies electronic information on the chip of contact or contactless documents. Uses NFC devices and special software

QS1000   AT10Ki   AT10K   AT9000 MK2   CR5400

Full-page with White & IR   *Full-page scanner capable of White, UV, IR and RFID/Contact Scanning*

For optimum flexibility, readers can be operated in either local or SaaS mode

ID document is placed on the reader. Images are captured and the document is verified locally. ID document verification (IDV) software installed on the PC. → **CRM** — Auto-populates telecom operator's CRM.

ID document is placed on the reader. Images are captured and sent to the IDV SaaS. → Data is processed securely in the cloud, without storing any information or images on the local device. → **CRM** — Auto-populates the telecom's operator's CRM

Thales ID Document Readers in action

Thales' ID Document Readers are operating successfully in 88 countries, supporting the work of governments and enterprises.

Major Telecom Operator in North America

Recent examples include an advanced document verification solution supplied to a major telecom operator in North America. Designed to address the problem of falsified ID documents being used for new phone activations, and subsequent multi-million dollar losses, Thales' system incorporates AT9000 full-page readers and Acuant software. As a result, reductions in retail fraud are combined with automated data capture and improved customer service. In total, 300 readers are being piloted in 70 stores, with an option for nationwide rollout of an integrated PoS solution to 400 corporate stores.

Major Telecom Operator in Qatar

In Qatar, Thales is supporting an ambitious digitalization program for a major telecom operator with a customer base numbering more than 100 million people across the Middle East, North Africa and South-east Asia. Conventional paperwork processes and the photocopying of customer IDs and documentation are being transformed by introducing scanning and uploading of customer information direct to backend systems. Thales is supplying a scanner/reader for every PoS across the operator's 30 stores in Qatar.

Unrivalled global experience

Thales works with some of the world's biggest enterprises and government bodies, providing flexible solutions that help meet simultaneous requirements for greater security and convenience. Our technology serves as the basis for over 150 eGovernment programs and more than 200 biometric deployments. By marrying expertise in digital identity to long-standing partnerships with over 450 telecom operators, Thales helps organizations deliver the best possible experience for billions of people.

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