

Radost case study

Fully digital TELCO operator without brick-and-mortar stores onboards new customers with a mobile app



The fastest TELCO onboarding process in the world

O2 is one of the leading TELCO operators in Slovakia, and since it entered the market, it tried to challenge the status quo. O2 currently has more than 2,2 million clients and is a major player in the CEE region with more than 8 million clients. O2 has decided to create a new virtual TELCO operator – Radost.

Challenge: Identity verification via mobile app

- Develop an easy-to-use app for onboarding new customers
- Deploy the solution quickly while maintaining high level of security

As part of establishing a new virtual TELCO operator - Radost, O2 planned to deploy an entirely new onboarding process for all new customers. As the new virtual operator has no branch that clients can visit, it was necessary to complete the whole onboarding process online. The **speed of delivery** of the verification process on a turnkey basis was **essential** as well as its complexity, security a scalability.

O2 was looking for a complete solution, including technical support and consulting, based on Software as a Service (SaaS). The main driver was time and solution reliability – both of which NFINITY was able to provide.

Solution: Simplicity at its best

- SaaS onboarding process including mobile identity verification component

O2 implemented NFINITY, which verifies customer's identity remotely via simple mobile app. All that the customers need to do is to scan their ID card and take a selfie – completing the verification process in a record time.

Thanks to NFINITY, O2 with Radost currently offers its clients the possibility to onboard and manage services within a simple app – without the need to visit a physical branch.

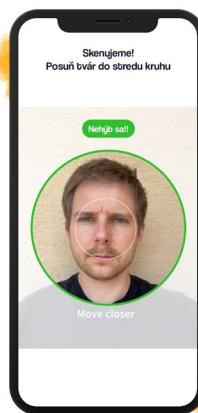
Radost onboards new customers with NFINITY in just 3 simple steps:

01 Capture the ID



OCR module automatically captures photo which meets ICAO parameters and extracts data from the ID.

02 Selfie and liveness check



Facial recognition module biometrically verifies the identity of a user against a photo from the ID. At the same time, liveness detection module automatically checks if the person is real and alive and thus prevents fraud attempts.

03 Verified



The customer is successfully onboarded.

Implementation

Business idea definition

Implementation process initiation

Functional specifications approval

O₂

NFINITY

SaaS cloud solution ready

NFINITY mobile SDK integration into Radost app

Integration tests

3 weeks



"NFINITY digital onboarding is very simple. It takes only few minutes, it's intuitive, secure and doesn't require any assistance from the staff. Reducing the cost enables us to create Radost as the best value for money proposition on the market."

Milan Morávek
Chief Commercial Officer (CCO), O2 Slovakia

Key features implemented



Face Recognition Module



OCR



Data Autocorrection Module



Fraud Detection Module



Liveness Check Module



Data Change Prevention Module



Autocapture Module

Why It's perfect?

< 800 ms

99.98%

Fastest OCR
on the market

Service availability

Only
3 weeks

Implementation

"Our challenge as a mobile operator was to simplify the customer acquisition process and meet our criteria for security, accuracy, and time to market. This wouldn't be possible without the technology provided by NFINITY. Thanks to NFINITY, we managed to create one of the fastest and most streamlined onboarding processes in the world."

Kristián Baráti
Head of Segment marketing, O2 Slovakia



About NFINITY

NFINITY is identity verification SaaS solution for mobile operators which offers best in class identity recognition and face biometrics. Our biometric services are best in class worldwide and regularly benchmarked by the highest standards of NIST (National Institute of Standards and Technology). For the best experience, we introduced a highly refined liveness check system, which uses the same artificial intelligence and deep machine learning, as the face recognition module, to analyse the selfie taken by the user and compare it against the reference photo from the ID document. NFINITY is a proven solution used by many customers in TELCO, BANKING AND INSURANCE industries.

Trusted by:



365 bank



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