Telecom Operator

The company deployed 1Kosmos ID proofing across multiple customer touchpoints to ensure secure, fast, and reliable identity verification.

The telecommunications operator partnered with 1Kosmos to provide an Identity Proofing platform to successfully transform its identity verification processes across onboarding, retail, digital, and customer support channels.

The Results

Customer Onboarding

The company aimed to verify the identity of new customers signing up for its services. Customers provided a valid government-issued ID, such as a driver's license, passport, or national ID. The 1Kosmos ID proofing system extracted content from the document, validated its authenticity, and performed facial matching to confirm the user's identity. As a result, the onboarding process became faster and more seamless, while also reducing identity fraud and compliance risks.

Customer Support

To verify the identity of existing customers seeking support or assistance, the company followed a similar process, using government-issued IDs during support interactions. This approach eliminated the need for passwords, PINs, or lengthy security questions, leading to faster, more efficient, and trustworthy identity verification for support interactions.

Digital Services

To access online services such as bill payments, account updates, and new purchases, customers verified their identity using a government-issued ID. This process ensures secure identity verification during critical digital interactions. As a result, service security improved, and customer satisfaction was enhanced by reducing barriers to accessing digital services.

Retail Services

Customer identities were validated at the point of sale during device purchases, plan upgrades, or account changes in retail stores. Customers verified their identity using government-issued IDs, which were processed through ID proofing to match with the holder and validate the credential's authenticity. This reduced risks of SIM swaps, account takeovers, and fraudulent transactions while streamlining retail processes and enhancing customer trust.

Customer Care (Remote Support)

Customer identity was validated during phone, chat, or email-based support by having support agents use ID proofing to verify identity through remotely provided government-issued credentials. This enhanced trust, improved the customer experience, and boosted operational efficiency for remote support teams.

> As a result of deploying 1Kosmos ID proofing, the onboarding process became faster and more seamless, while also reducing identity fraud and compliance risks.

About 1Kosmos

1Kosmos enables remote identity verification and passwordless multi-factor authentication for workers, customers and residents to securely transact with digital services. By unifying identity proofing, credential verification and strong authentication, the 1Kosmos platform prevents identity impersonation, account takeover and fraud while delivering frictionless user experiences and preserving the privacy of users' personal information. 1Kosmos performs millions of authentications daily for government agencies and some of the largest banks, telecommunications, higher education, and healthcare organizations in the world.