

TELCOS

/Gain customers,
prevent fraud,
cut costs

VeriDas

Just be you



THE CONTEXT

/Fraud is evolving. Are you ready?

 Cybercriminals are relentlessly exploiting telecom vulnerabilities, leading to massive financial and reputational losses. The threats are real, sophisticated, and constantly adapting:

Identity Theft: Fraudsters impersonate real users, hijacking accounts and stealing sensitive data.

SIM Swapping: Attackers take control of phone numbers, bypassing authentication and accessing critical accounts.

AI-Powered Fraud: Deepfakes, vishing, smishing, call forwarding fraud, and OTP interception bypass traditional security.

 **The cost?**
Millions lost. Trust eroded. Customers frustrated.

Sim-swap fraud: How your bank account can be emptied by phone

Criminals are using personal data to get hold of a replacement sim, take over your mobile and then clean out your savings



 Fraudsters, armed with a phone with a replacement sim they ordered, can receive verification codes to access the victim's bank account. Photograph: Brian Jackson/Alamy

Phone fraud: Cradley Heath businessman gets £6.5k bill

09 31 October 2023



 Mr Lindop received bills as well as demands from debt collection firms

Finance worker pays out \$25 million after video call with deepfake 'chief financial officer'

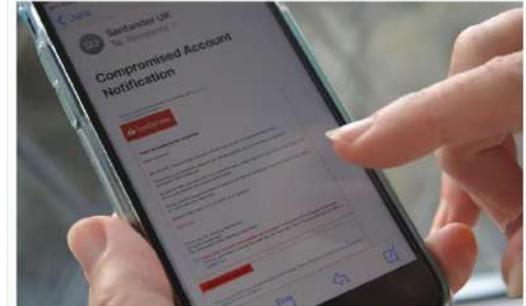
By Heather Chen and Kathleen Magramo, CNN

2 minutes read - Published 2:31 AM EST, Sun February 4, 2024



UK consumers lose £580m to fraudsters in first half of 2023, figures reveal

Romance scams and ID theft among fastest growing categories with total of 1.4m fraud cases recorded thus far, says UK Finance



 Authorised push payment fraud cases, in which victims are duped into making online transfers, were up 22%. Photograph: Josie Elias/Alamy

/Security vs Growth: A challenging dilemma



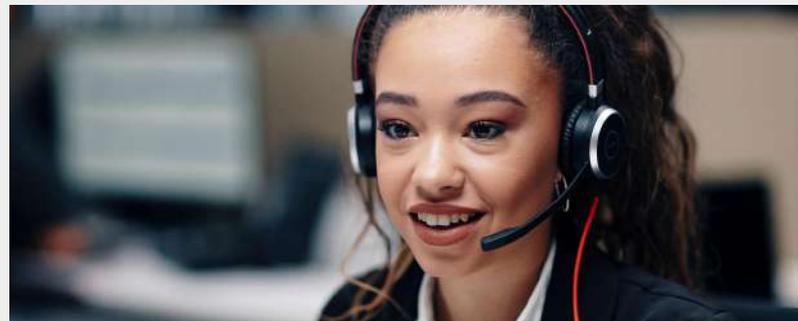
Stronger security shouldn't mean more friction

Customers demand fast, smooth onboarding and effortless authentication. Traditional security measures often slow down processes, causing frustration and drop-offs.



Cutting costs without cutting corners

Manual verifications, inefficient KYC & AML processes, and fraud-related losses drive up operational expenses. Telcos need a cost-effective solution that maintains impeccable security while streamlining operations.



The perfect balance is possible. With the right biometric technology, telcos can **stop fraud, accelerate customer acquisition, enhance user experience, and reduce costs** — all at once.

Acquire More Customers.
Prevent Fraud. Reduce Costs

/Grow your business with identity



CUSTOMER ACQUISITION Seamless Customer Onboarding

Onboard new customers seamlessly in less than **30 seconds**, from anywhere, on any device — fully compliant.

 [Veridas CORE](#)



CUSTOMER RETENTION Frictionless User Authentication

Authenticate users instantly with face or voice, eliminating passwords and reducing costs

 [Veridas LOOK](#)  [Veridas ECHO](#)

 [Veridas FLOW](#)



FRAUD PREVENTION Strengthen Security Journeys

Enhance user experience with fast, frictionless interactions across all channels.

/One identity. A thousand use cases



CUSTOMER ACQUISITION

Identity Verification Solutions

- /Remote Customer onboarding
- /At store Customer onboarding
- /Device acquisition on credit
- /Account opening with legal compliance (KYC)
- /Signing of new contracts
- /Financing applications for device purchase or device renewal



CUSTOMER RETENTION

Authentication Solutions

- /New Product & Services activation
 - /SIM or eSIM card activation/replacement
 - /Prepaid card activation
 - /Rental or purchase of audiovisual content, etc.
- /Login access to customer portal & app
- /Contact Center Authentication
- /Customer identification in chats
- /Physical Access Control



FRAUD PREVENTION

Strengthen Security Journeys



MULTI-CHANNEL STRATEGY



Physical Store



Web and App



Telephone channel



Messaging

/Veridas CORE Identity Verification Solutions

Onboard new customers in less than 30 seconds

from everywhere, on any device, complying with KYC regulations and combating fraud.

Identity Document Verification

instantly **detects fake or tampered documents** while extracting and validating key details from ID documents.

Facial Biometric Check

Verifies that **users are who they claim to be** by comparing selfies to ID photos. This comparison is performed in <1sec.

Liveness Detection

Ensures applicants are physically present, **preventing fraud** from deepfakes, presentation attacks, or injection attacks.

Compatible with all types of browsers and devices

/Web environments



/Native environments



/Webviews



5 sec
processing time

90%+
Average funnel conversion

Unique UX
to ensure seamless and secure user experiences

Global
Document coverage

Fraud Detection
ensure the highest reliability against sophisticated fraud

Injection attacks prevention
Enhancing security throughout the entire flow

 [Find more here!](#)

/Veridas ECHO Voice Authentication Solutions

Secure your conversations with voice biometrics, preventing fraud, enhancing UX, and reducing costs

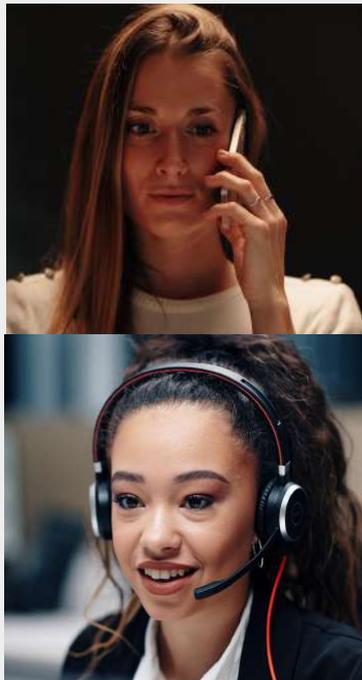
1 Enrollment: the client is required to capture 3 seconds of audio from the user.

2 Management: once the audio is captured an account is created for that user.

3 Authentication: when the user contacts the client again we capture 3 seconds of audio and compare the voiceprint generated before with the new audio sample.

4 Result: the result determine if the access attempt is authentic and whether they belong to the same person or not.

 Find more here!



 **3-second voice authentication**

 **Language and text independent**

 **Passive authentication**

 **Anti Spoofing**

 **150 msec ultra-fast processing**

 **99% certified accuracy**

/Veridas LOOK

Face Authentication Solutions

Move from passwords to frictionless security with Face Authentication

- 1 Selfie capture:** available on all platforms (web desktop, mobile and webviews)
- 2 Liveness Detection:** certified by iBeta for both Level 1 and Level 2 confirms that the user is physically present during the process.
- 3 Biometric Checks:** confirm that every individual requesting access is precisely who they claim to be. **(1:1 and 1:N)**
- 4 Instant Verification:** grant access to your services in less than **300 milliseconds**.



Security and Privacy
by design

Unique Capture Experience

Inclusive
No racial, age or gender bias

>99%
certified accuracy

Fraud Prevention
in compliance with ISO 30.107

Unique Biometric Comparison

<300ms
ultra fast verification

Level 1 & 2
qualified liveness detection by iBeta

 Find more here!

/Veridas FLOW Physical Access Control

Allow employees and visitors to access physical spaces with convenience, security and speed by eliminating physical credentials, reception check-ins, and manual processes.

We offer two authentication methods:

/Single-factor authentication: For a hands-free experience where users access spaces using only their face.

/Second-factor authentication: Combining facial recognition with our **Zero Data ID** (our biometric QR code) for added security.

 Find more here!

<1 sec.



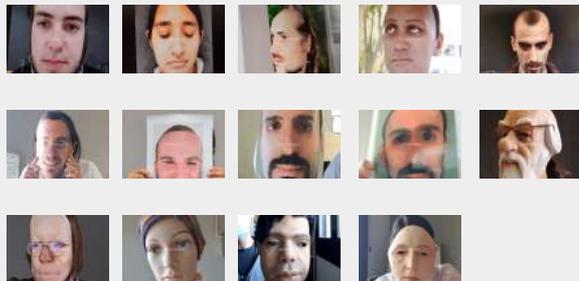
/Stop fraud before it happens

ANALOG ATTACKS

DIGITAL ATTACKS

Presentation Attacks

Deliberate attempts to deceive biometric systems by presenting falsified or altered biometric data.



How to prevent them

Implement a robust liveness detection system based on artificial intelligence techniques to distinguish real biometric data from fake ones.

Injection Attacks

Unauthorized Introduction of Fake Biometric Data in the Authentication Process.

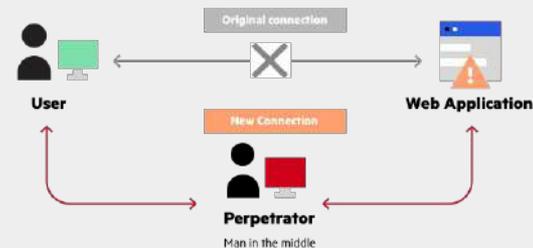


How to prevent them

Advanced AI algorithms

Man-in-the-middle Attack

Interception of Biometric Data Transmission During Verification.



/Stop fraud before it happens

A bank in Italy reported multiple injection attack attempts. The attacker generated a highly realistic facial deepfake and introduced it into the system using an emulator. The following videos are examples of the attacks carried out.

The bank confirmed that the Veridas solution detected around 580 fraud cases in just two weeks.

Real Cases of Detected Injection Attacks / Detection with Emulator



They are doing it

/MasOrange: (Re)connecting its customers with biometrics



INDUSTRY

Telco

CONTEXT

MasOrange, líder en telecomunicaciones en España y una de las principales compañías del país, nos ha elegido como Partner de Identidad gracias a la disponibilidad de nuestras soluciones de IDV en el Marketplace de Google.

Varias de sus marcas ya confiaban en Veridas desde hace años y, ahora, el grupo refuerza su apuesta por nuestra tecnología.

USE CASES

- Onboarding of new customers
- Biometric login to the customer area
- Voice authentication in IVR
- Identity verification in eCommerce
- Biometric activation of SIM cards
- Biometric electronic signature

300,000+ IDV processes in 2024

Better user experience

Fraud prevention

Cost reduction



Emma Pérez
Manager KYC



We significantly reduce fraud in KYC processes.”



Antonio Sánchez
Head of Business Process
Prepaid



We aim for the customer's digital identity to unlock all use case opportunities.”

/Deutsche Telekom: Transforming authentication with voice biometrics



INDUSTRY

Telco

USE CASE

Voice authentication

COUNTRY

Germany

✓ Context

· The telecommunications industry faces a constant battle against fraud and inefficient authentication methods.

✗ Challenges

- **Customers struggle** with forgotten passwords, complex security questions, and long call verification times.
- **Manual identity checks** increase costs, slow down processes, and frustrate users.
- Existing biometric solutions were either too slow, inaccurate, or not privacy-compliant.

🗨️ KPIs

- **+90% Reduction in Authentication Time:** From **30-40 seconds to just 3 seconds.**
- **99%+ Accuracy:** Secure, fraud-resistant authentication.
- **Operational Cost Savings:** Reduced agent workload and verification costs.
- **Omnichannel Deployment:** Integrated across call centers, chatbots, and digital assistants.
- **Scalable Across Industries:** Already adopted by Deutsche Telekom clients in retail and energy, with more sectors to follow.



Bernhard Hochstätter

Executive Product Manager



No other solution in the market provided us with the same quality of UX, thanks to the minimal time required for registration and verification while guaranteeing such a high level of accuracy, with minimal error rates"

/Ventocom: In-store or remote SIM activation



INDUSTRY

Telco

USE CASE

Customer onboarding
+ Robust Liveness
detection

COUNTRY

Austria

✓ Context

- Ventocom sought to make its services more accessible, simple, and secure for end-users.
- The main challenge was **streamlining SIM card activation**.
- In Austria, SIM cards are sold in official stores, post offices, and supermarkets, with the latter being the preferred choice for citizens and tourists.
- Ventocom aimed to **eliminate bureaucratic barriers and provide a fast, secure, and user-friendly service**.

📌 KPIs

- **Frictionless onboarding in <1 min**
- **More than 750,000 remote users, from over 40 different countries** and with no assistance, and a global **conversion rate of over 90%**.

/SIM card activation directed by the cashier right away at the cash register of the supermarket in under a minute.

/SIM card self-activation by the customer on-the-go on a mobile device using Ventocom's App.

/SIM card self-activation by the customer at home on a desktop or laptop via Ventocom's website.



Thomas Weber
CTO Ventocom

“*Ventocom had some special requirements for its customer journeys, which were implemented by Veridas in three months as part of the initial phase of the project.*

The success of this solution was directly visible in the first few days of the launch. Veridas is also constantly improving its solution in terms of quality and functionality, while taking Ventocom's feedback into account.

/#1 Mexican Telco: Secure and reliable device acquisition on credit

INDUSTRY

Telco

USE CASE

Identity Verification
(INE check)

COUNTRY

Mexico



Context

- Mexico's leading telecom company, one of the largest in Latin America, faced major challenges in its credit-based device acquisition.
- **Challenges:** Inefficient processing, fraud incidents, security gaps, poor user experience, lack of INE verification, and fake document fraud.
- **Solution:** Veridas enabled real-time identity verification, reducing fraud and enhancing user experience.



KPIs

- Real-time identity verification that **reduces fraud and enhances the user experience**, while **optimizing device acquisition**, exceeding industry standards, and **boosting sales conversion**.
- **1.1M validations in one year**
- **15 validations per minute**
- **89% conversion rate**
- Greater **customer trust and a significant improvement in user experience**, strengthening the company-client relationship and consolidating the company's reputation in the market.



/Euskaltel: 100% online sign-ups and cancellations



INDUSTRY

Telco

USE CASE

Customer onboarding

COUNTRY

Spain

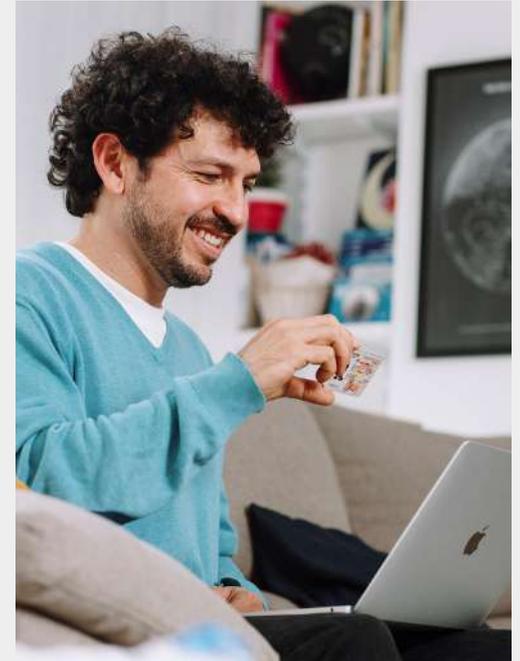
✓ Context

- Euskaltel needed to **enhance the user experience without compromising security and trust.**
- Managing customer **onboarding and offboarding is a common but time-consuming** and costly process for telecom operators.
- Identity verification traditionally **required in-person visits to stores or offices.**
- After a thorough market analysis, they chose Veridas for its advanced technology and regulatory compliance.



KPIs

- **450,000+ document verifications** completed since June 2021.
- Validations using a wide range of documents, including ID cards, residence permits, and driver's licenses.
- Fully remote verification across Android, iOS, and HTML platforms.
- Reduced operational costs thanks to process automation.



/Compliant & certified solutions

COMPANY & SOLUTIONS

Biometric Technology



- ✓ Proven technological accuracy and reliability. [Read more.](#)
- > #2 in Face Biometrics - NIST FRVT 1:N
- > #2 in Voice Biometrics - SRE 21', NIST



- ✓ Qualified liveness detection by iBeta (levels 1 & 2) in compliance with ISO 30107-3 standard. [Read more.](#)



- ✓ Certified solution for Age Verification under the Age Verification Certification Scheme (ACCS) in the UK, attaining Assessment Assurance Level 2. [Read more.](#)



Infrastructure

ISO 27001



ISO 9001



SOC 2 Type II



SOC 3



- ✓ Certified information security & quality systems
- ✓ Confidentiality, integrity and availability of the information
- ✓ Accredited security for Public Administrations

REGULATION

User Data Protection

Europe



USA



Mexico



Colombia



- ✓ Data protection compliance
- ✓ Privacy by design and by default

Use of technology



- ✓ Veridas has earned **ETSI TS 119 461** and **ETSI EN 319 401** certifications. These certifications enable Veridas to act as an Identity Proofing Service Provider (IPSP) for Trusted Service Providers (TSP) under eIDAS regulations



- ✓ Pioneers in the Ethical Diagnosis of our Artificial Intelligence systems ([read more](#))



- ✓ The EU AI Act sets clear rules for AI use, categorizing non-remote biometric systems requiring user participation as **low or non-existent risk**. **All Veridas solutions fit this category.** [Read more.](#)



- ✓ Technology for reinforced customer authentication (biometric inherent element and ID document possession element)



- ✓ We comply with various national regulations, enabling us to offer regulated services in Spain, Mexico, and the UK, among others.

See the full list in our website

WHY WITH US

VeriDas

/They already trust us

A global footprint of clients

/Financial and Insurance services



/Telcos & Utilities



/Sports & Events



/Government & Public Administration



/Mobility



/Underage gambling prevention



A global network of partners

/System integrators



/Platforms



Just be you!

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Just be you

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