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DIGITAL ONBOARDING MADE EASY

Digitising products and services are now the norm for leading banks and lenders. So the next big step is making it quick and easy for customers to open an account or apply for lending product — a solution called remote digital onboarding. It is a straightforward process, where customers authenticate and upload their multimedia documents via an App or computer device. This can be done from anywhere, and at any time, and only takes minutes to complete — resulting in a frictionless and seamless customer journey, and fully integrated with existing operations and systems.

What is crucial to the success of remote digital onboarding is protecting financial companies against data breaches, fraud, and anti-money laundering. 'Know your Customer' (KYC) standards have become the pillar of risk management and compliance policies, and are now strictly mandated by central banks.

OnboardSmart is a new digital onboarding gateway that enables company's omni-channel journeys, so they can go-to-market more quickly, while reducing operational costs.

The solution is fully KYC compliant and a core part of the onboarding process. It utilises advanced integrated security features and AI technology to verify new customers' credentials against a central security database within minutes. Digital identity proofing enables companies to achieve lower abandonment rates and leverage greater customer acquisition, customer satisfaction and loyalty — while still maintaining full security and compliance.

OnboardSmart is the latest product from Qarar's SmartSuite software family — and enhancing our longstanding reputation for assisting companies throughout the customer lifecycle.

WELCOME NEW CUSTOMERS WITHIN MINUTES

1

2

3

4

Take a Selfie

Scan ID Documents

Review and Confirm Details

Ongoing Easy Access
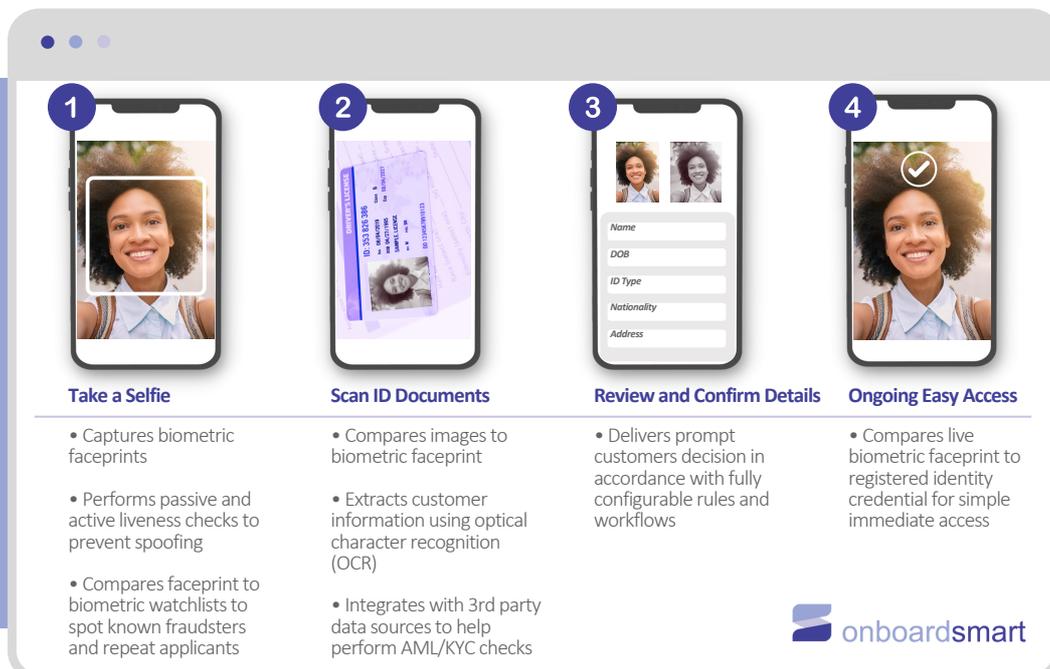
• Captures biometric faceprints

• Performs passive and active liveness checks to prevent spoofing

• Compares faceprint to biometric watchlists to spot known fraudsters and repeat applicants

• Compares images to biometric faceprint

• Extracts customer information using optical character recognition (OCR)

• Integrates with 3rd party data sources to help perform AML/KYC checks

• Delivers prompt customers decision in accordance with fully configurable rules and workflows

• Compares live biometric faceprint to registered identity credential for simple immediate access

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QARAR
Value. Partnership. Decisions.

SOLUTION COMPONENTS

ID DOCUMENT PROCESSING	• Document recognition • OCR • White light authentication
SCANNING UPPORTING DOCUMENTS	• Scan utility bill e.g. proof of address
SERVER-SIDE LIVENESS	• Server directed liveness • Server liveness detection
BIOMETRIC MATCHING	• Document's facial image • Liveness video best frame • Trusted source matching
IDENTITY REGISTRATION	• API security • Secure Data at Rest

Digital Onboarding Server

ID Documents Support

|	
FOR FAST OCR ON MOBILE	• Machine-readable passports • Driver's licenses • National IDs
ON SERVER RECOGNITION	• 2,500+ documents : passports, driver's licenses, national IDs ... • 110+ countries : Asia, Africa, Europe and the Americas • OCR, MRZ and barcode processing • Ability to add support for non-standard document types
SDKs	• Document capture • Facial image capture • Facial quality checks • Biometric liveness – active, passive... • Document type recognition • Fast OCR on mobile • Device signals • User feedback • Integration readiness
MANAGEMENT CONSOLE	• Customer registrations • Onboarding checks • Matching and liveness results • Management reporting • Policy and configuration

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BENEFITS

OnboardSmart can transform the new customer acquisition process, while increasing operational efficiency by as much as 500%
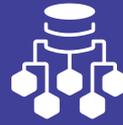
OMNI-CHANNEL
Customer data flows seamlessly between channels

MULTI-FACTOR
More than one factor to authenticate user legitimacy

MULTI-BIOMETRIC
Enables face, fingerprint, palm and more

PAST TO PRESENT
Updating legacy user base onboarding data

PLUG AND PLAY
Stitching a suite of solutions for a seamless journey

AUTOMATIC DECISION SYSTEM
Streamline decisions, action and workflow paths

PLATFORM AGNOSTIC
Windows, Linux, Oracle or SQL; Integration: SOAP, Restful APIs