

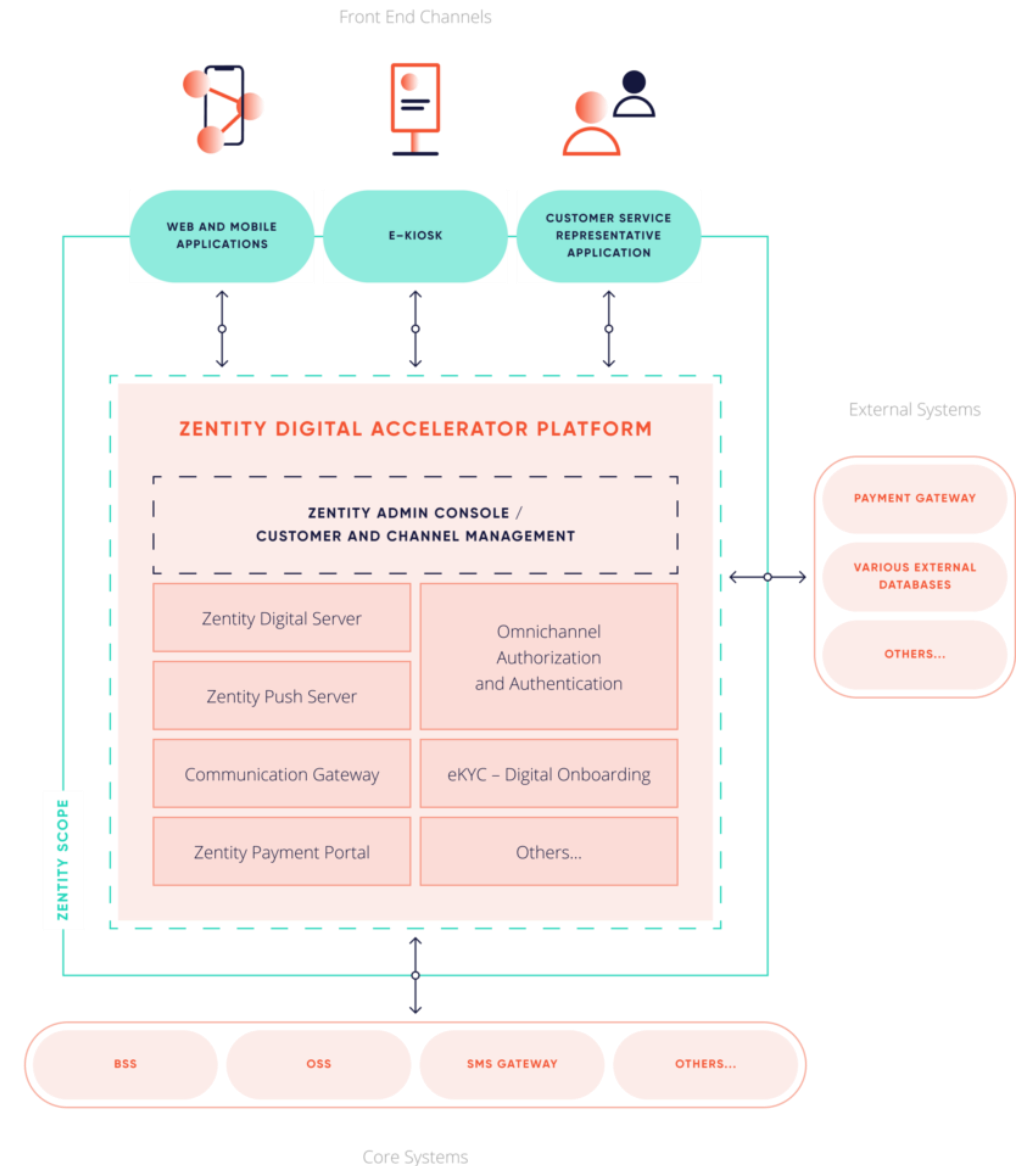


Digital First Telco

Vojtěch Litavský

Project summary

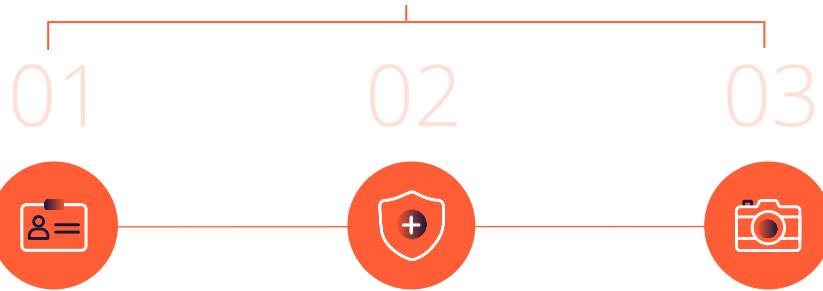
- digital first operator
- purpose:
 - Mobile first, simple and intuitive user experience
 - eSIMs, instant service usage, paperless
 - Automated and instant, Self-service oriented
- challenges:
 - Implementation of ligatures – reading Arabic from documents
 - Omnichannel experience
 - Complex dependencies among IT systems
 - Total flexibility in customer journey design
 - Integration of eKYC with Self Service machine
 - Strong localization requirements
 - COVID-19



Digital Onboarding with eSIM registration lets you sign up within minutes conveniently

Digital Onboarding is not only the beginning of a digital journey but is undoubtedly the key to improve customer experience.

Know your customer – show us who you are:



Take a picture of your ID document

Using AI-powered OCR technology your document gets normalized and your ID image gets accurately captured for Know Your Customer (KYC) compliance. Your data gets detected and automatically pre-filled into the sign-up form.

Confirm your data

Simply check and confirm or edit your data.

Take a photo of yourself

AI image comparison will do a check if the ID photo and your actual photo match.

Security checks that you choose – to ensure the customer is who you want to have:



Perform liveness detection

Check whether the person signing up is an actual person and not a photograph. Your customer is prompted to follow a moving dot on the screen. The front camera scans the user's eye movement, face features, and light condition.

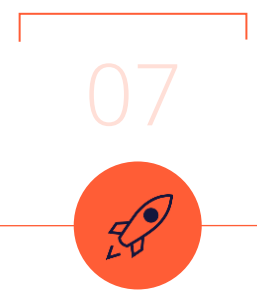
Background check

Our solution provides checks against databases regarding credit checks, blacklists, databases of limitation (e.g., politicians, etc....) to ensure your customer requirements are met. With our unique infrastructure you can easily use as many checks as you like.

Account opened

Your account is now opened. Choose your authentication method. Choose Face ID, password or fingerprint.

eSIM registration – fully activated services in few minutes:



Subscribed

With a single tap in app, we are able to download, install, provision the eSIM profile on the background seamlessly. The second the eSIM is provisioned customer can use services from comfort of his home.

/ The Telco of the future is a **Digital Telco**; one with a true omnichannel and real-time customer experience ...

SMOOTH, LOW-TOUCH SELF SERVICE

Digital customer journeys Mobile first, simple and intuitive

Digital touch points eSIMs, instant activation and modification of services

Digital Service Delivery Automated and instant



SEAMLESS DIGITAL AND PHYSICAL TOUCH-POINTS

State of the Art UX

Digital touchpoints are easy to use, react quickly and follow the latest trends

Channel independent

Omni-channel uninterrupted customer journeys



EVERYTHING PERSONALIZED

Service offerings

Tailored own & 3rd party services

Marketing & Communication

Individual & relevant messages only, communicating only via their preferred channel

Loyalty benefits





Leading the world of Digital Channels