



Giesecke+Devrient

# Next-generation card issuance

Enhance the customer experience with G+D's  
comprehensive portfolio of card issuance services



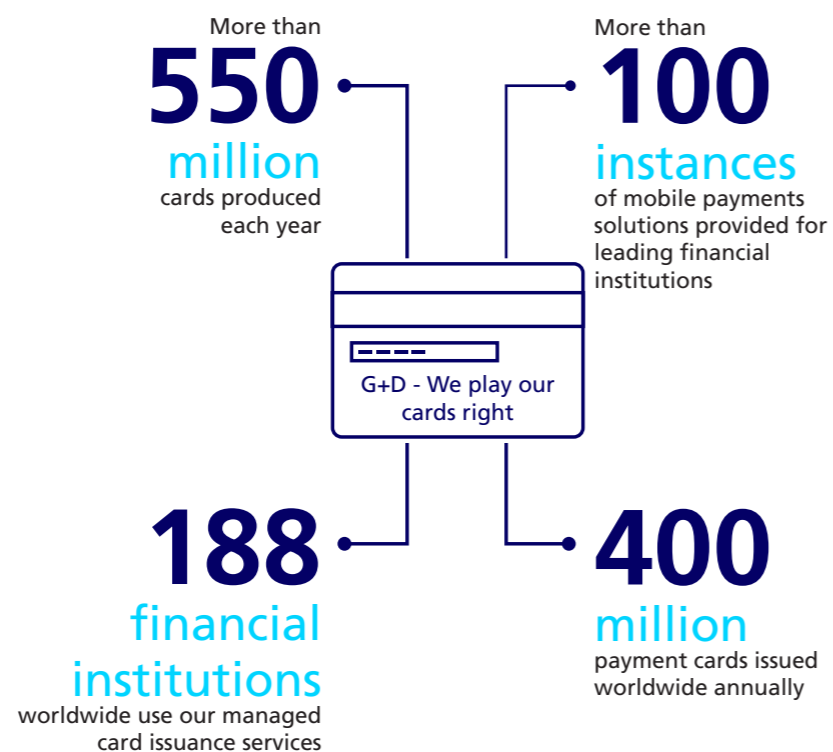
# Your one-stop portal into the world of card issuance

The rapid digitalization of banking services combined with end consumers' increasing expectation for speed and personalization has significantly raised the bar for payment providers in terms of agility, relevance and quality. Convego® Connect APIs is a comprehensive API-based portal that provides easily integrated and out-of-the-box card issuance services and solutions to not only ensure you keep up with the changing expectations of your partner institutions and customers, but stay ahead of them.

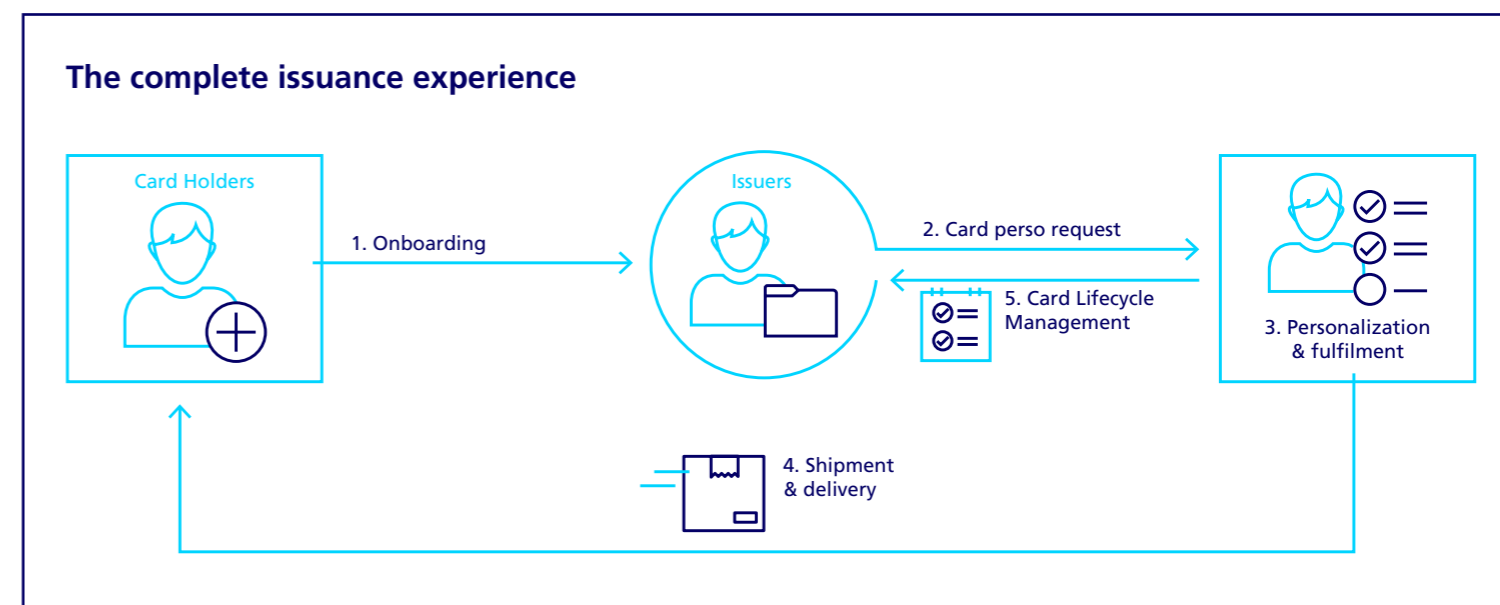
## Experience the Convego Connect APIs Difference

G+D Convego Connect APIs extends your digital banking capabilities by connecting previously separate services with a convenient plug-and-play solution. You can increase efficiency and adaptability, and deliver a faster, smoother and more convenient customer experience. Are you ready to bridge physical and digital worlds in a seamless, connected manner and transition to smart issuance?

Discover the developer portal here: <https://dev.api.gi-de.com>



# An end-to-end solution covering the entire issuance experience



Balancing speed, efficiency and a high level of customer service is no easy task for payment providers. G+D's portfolio covers the entire issuance experience to offer consumers frictionless and fast card issuance services. With advanced solutions such as digital delivery, smart documentation and digital wallet integration, our interconnected and integrated portfolio guarantees secure and seamless services that will transport your services into the future. Cardholders can enjoy frictionless and transparent card issuance anytime, anywhere and on any device.

From onboarding to card activation, manufacturing to shipment, G+D's comprehensive portfolio builds a truly multi-channel issuance experience that is collaborative and easy to use. Convego Connect APIs facilitates secure payment transactions in physical, electronic and digital form across the entire value chain. Here are the major benefits:

- Banks and payment providers are able to increase customer acquisition.
- Heighten customer retention through increased satisfaction.
- Increase adaptability by making it easier to bring innovative issuance services to the market in the future.
- Offer an array of on-demand and personalized services to keep your cards at the top of your customers' wallets.



# Personalize your issuance

Take advantage of individualized products that facilitate collaboration. With personalized cards and audience-targeted card issuance services, your customers will never feel more valued. G+D's advanced cloud-based platform minimizes the complexity of processes like enrolment and profile selection, while also increasing scalability. The interconnected and integrated model provides transparency for all parties along the service chain, heightens customer satisfaction and greatly increases efficiency.



## Data Prep

Minimize the complexity of card issuance by centralizing EMV key management configuration, EMV profile selection, as well as data mapping and data generations. Data Prep Use Case delivers ready-to-use EMV chip data for the personalization process. This means that utilizing several perso centers, issuing cards to multiple regions or tailoring instant issuance environments to different markets no longer presents a challenge. Its highly scalable backend capable of processing thousands of requests per second in real-time. This results in massive efficiency gains for your key management and multi-portfolio EMV profile management across the globe. Tailor the solution to your own needs by asking a G+D representative for specific profile implementation.

## Key Features:

- Reduce the number of EMV perso scripts by up to a factor of six
- Enjoy central card product and portfolio management
- Use a chip agnostic perso script for all card types and portfolios
- Onboard new card product across all perso providers instantaneously
- Choose either pay-per-use model or on-premise deployed system



# Advance and speed up delivery



Use digital services, such as track and trace, to enter a more advanced and efficient era of digitalized payment services. As a global high-volume card manufacturer, G+D follows the latest and most efficient service delivery model. From a simple welcome letter to a fully individualized, color-printed customer booklet with integrated augmented reality (AR), our portfolio of premium delivery and packaging solutions allows you to meet every requirement. Our firm belief in quality by design translates to more adaptable and longer lasting services for your customers.



## Card Status

Enjoy full transparency over all delivery details and integrate the management of multiple logistics channels with G+D's Card Status Use Case. The Convego Connect APIs platform provides users with all card production status and shipment tracking information, real-time updates, and even predictive timelines of a package delivery to the cardholder. By reducing manual calls or status checks and enabling secure displays on any device you can offer delivery experiences that truly put the customer first. With our Card Status Use Case you can mitigate the risk of mail fraud or stolen cards and ensure on-time delivery, every time.

## Key Features:

- Constantly monitor service level agreements
- View real-time status of individual cards, from processing to delivery
- Develop a consumer-centric experience across devices
- Lower the risk of fraud or stolen cards



# Simplify authentication

Customers are no longer satisfied with cumbersome activation letter processes or lengthy in-person visits to the bank. In fact, 40 percent of today's banking customers already expect convenient services for authenticating cards and services. Our digital card activation services combine the highest-level security with the utmost convenience to result in faster and easier authentication. G+D's new platform takes a digital-first approach to foster future-proof card activation services.



## Convego® Tap

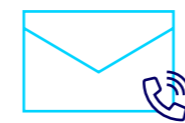
Remove the need for costly call centers and enjoy more convenient authentication with Convego® Tap – your tool for user-friendly and secure customer authentication. By using already existing hardware, Convego® Tap provides remote card activation utilizing highly secure authentication. This removes the need for both tiresome activation letter processes, as well as costly call centers or branches. With the card as the only possession factor and a pin as the only knowledge factor, gone are the days of lengthy customer service phone calls due to changed mobile phone numbers or devices. Convego® Tap supports a wide array of card types and smartphones and integrates seamlessly into your existing banking app and other systems.

## Key Features:

- Offer fully remote card activation
- Use secure existing hardware tokens that customers trust
- Remove the need for TAN/OTP generators or apps
- Use PSD2-compliant two-factor registration and two-factor login

# Are you ready for cutting-edge card issuance services?

Get started with these four steps:



1

Contact us to create an account for the portal

Select and subscribe to solutions

2



3

Try out our use cases in different languages

Request to go live

4



“

Convego Connect APIs's superior service, ease of integration and advanced technology fosters trusting and long-lasting relationships between you and your customers”

Gabrielle Bugat, Head of Financial Services Solutions at G+D Mobile Security

# About Giesecke+Devrient

Giesecke+Devrient (G+D) is an international Group providing security technology and headquartered in Munich, Germany. Innovations by G+D make the lives of billions of people in the digital and physical world more secure. With its products and solutions, G+D is one of the market and technology leaders in payments, connectivity, identities, and digital infrastructures.

Established in 1852, the company achieved sales of €2.45 billion in the fiscal year 2019 and employs 11,500 people. G+D has a presence in 33 countries. Its customer base includes central and commercial banks, mobile network providers, automotive manufacturers, health insurance companies, and governments and public authorities. Further information: [www.gi-de.com](http://www.gi-de.com).



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