



Convego®me

TURN YOUR ONBOARDING INTO A GREAT CUSTOMER EXPERIENCE

INTRODUCTION

Today's customers are used to simplistic digital services that are device agnostic and offer easy onboarding to new services. In a regulated environment, customer identification not only require internal structures for compliance checks and account monitoring, but also needs to be competitive in order to attract new customers.

To stand out, the onboarding process must be compliant and easily integrated into existing infrastructure, and with an interface that surprises and delights your customers already from the beginning on in the customer relationship. Sounds very easy but can be a real game-changer when it comes to grow and scale quickly and efficiently, as well as benefit from new revenue streams.

Convego®me enables a state-of-the-art onboarding process, that not only is compliant and easy to use – it will increase conversions to your services and create customer stickiness!

What is Convego®me

Our compliant digital onboarding solution meets the know your customer (KYC), anti-money laundering (AML), and combating the financing of terrorism (CFT) regulatory guidelines that pertain to identifying and authenticating who is who. All in a fast and user-friendly way.

Our flexible and scalable system platform addresses many regulatory needs and exception handling:

LEVEL 1 Automatic document read: ID document capture, country/document type recognition, and OCR-based readout and check of data

LEVEL 2 Biometrics: Face recognition and comparison, liveness detection

LEVEL 3 ID document validity check: Dynamic security feature detection, holograms, and optically variable check

LEVEL 4 Manual backup check: Asynchronous manual check of acquired data, review of security features and biometrics, and checks based on captured photos and videos

LEVEL 5 Video-ident: Video-ident process compliant with various regulations (AML, KYC)

Why Convego®me?

Convego®me offers a great customer experience as it is 100% digital and easy – supporting various channels (apps and browsers) – developed with a usability-first mind-set. It is compliant with regulations, and developed based G+D's proven track record in operating in highly regulated business fields such as secure operating systems, payment schemes and authentication, experience with most strictly regulated identification platform (German BaFin, FINMA, Sepblac).

The solutions is modular, scalable and future-proof. Based on a single platform approach: G+D's Secure Remote Identification solution is seamlessly integrated into your business processes and customer experience.

The innovative features of Convego®me, such as face recognition and dynamic security feature checks for a real-time validity check of ID documents based on a deep neural network, is done via unique AI-driven document verification.

Benefits in a nutshell:



State-of-the-art customer onboarding experience



Enables easy access to financial services



As a first customer touch-point, the solution enables stickiness and higher conversion rates to new services



Customer acquisition has never been easier with a fully digital onboarding solution



Compliant and compatible with regulated identification requirements (German BaFin, FINMA, Sepblac)



Innovative solution with Unique AI-driven document verification



Modular, scalable and future-proof technology with a single-platform approach



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