



Success Case - Telecommunications

Peru

Context

Peru, like many other countries in Latin America, has recently implemented **very strict regulations for new SIM card registrations** to prevent fraud, identity theft, or other criminal activities resulting from the use of cellular technology. The Peruvian government has **mandated the use of biometric identity verification** as part of the **Know Your Customer (KYC)** requirements for activating new SIM cards. This involves **cross-checking the customer's fingerprint against the Government's central database** to confirm their identity before issuing the SIM card.

Identy.io has worked with one of the leading telecommunications service providers in **Peru**, which currently offers mobile and fixed telephony, Internet, and other television services.

Problem

Customer identity validation.
Mandatory verification by RENIEC
(Government Database) for
SIM activation.

Solution

Fingerprint capture through a private and **secure biometric solution** for validation against the **Government database.**

Implementation date

2021.

Results

- **400 B2B customers** per month.
- **2,000 transactions.**



The client's challenge

As one of the main cellular providers in Peru, the client was looking for a **reliable, user-friendly solution that could operate from the user's smartphone** to speed up the biometric identity verification process while ensuring compliance with **government regulations**.

Their **main challenges** included:



Security and fraud prevention

Ensuring that the issuance of new SIM cards was carried out in accordance with **national security policies and preventing unauthorized activations**.

User experience

Providing a **smooth and intuitive verification process** to minimize friction for both new and existing customers.

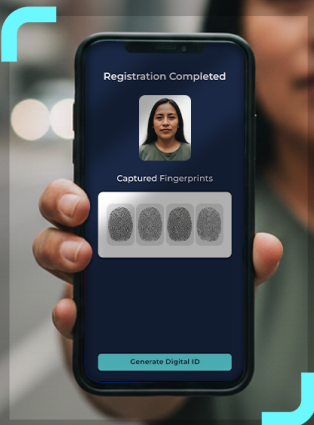
Operational efficiency

Reducing the burden of user identity verifications at the **provider's customer service points** and allowing the entire onboarding **process to be carried out remotely**.

Regulatory compliance

Facilitating compliance with the government mandate regarding biometric identity verification while **maintaining data privacy standards**.

The solution



The Identy.io solution: Biometric identity verification solely from the smartphone

The telecommunications provider adopted **Identy.io's biometric verification solution**, which allows for user identity validation via fingerprint directly **from the smartphone**. This solution aligned perfectly with the **client's needs** by offering:

Biometric processing from the smartphone itself

Identy.io guarantees the secure, **real-time capture of fingerprints** and their comparison with the government's central biometric database **without the need for additional hardware or infrastructure**.

Compatibility with government databases

The system connects to Peru's national fingerprint database, **ensuring the validation** of each customer's identity **before SIM card activation**.

AI-based liveness detection

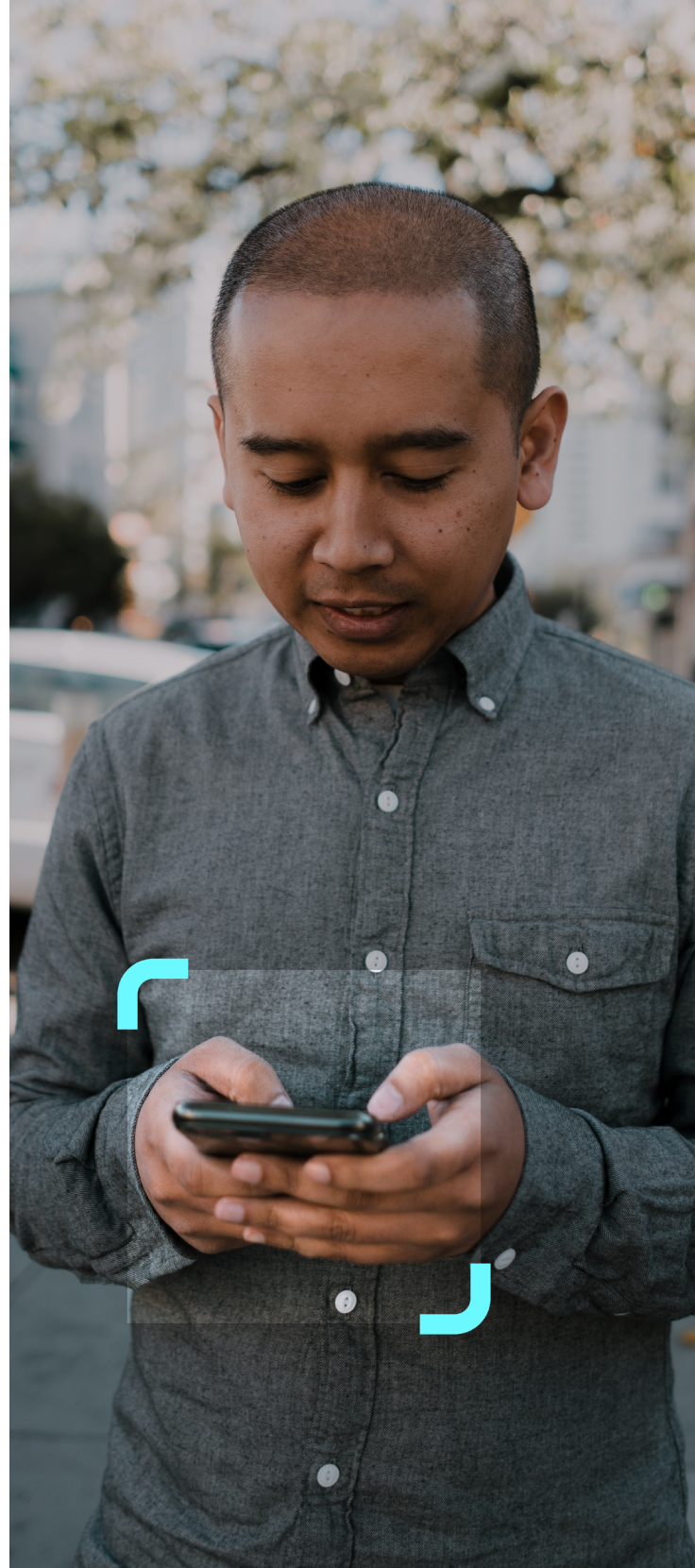
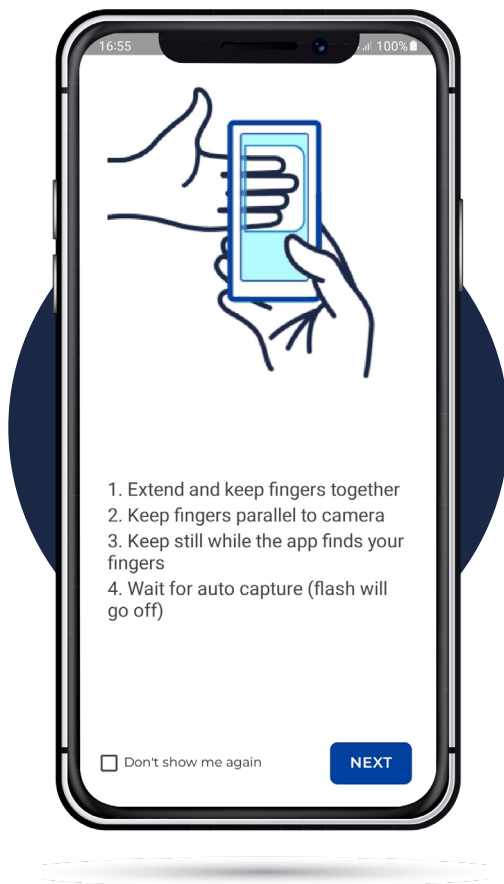
To **prevent fraud**, Identy.io uses passive liveness detection to **ensure that the scanned fingerprint belongs to a real person** rather than a digital double or a forged image.

Mobile SDK integration

The telecom provider **integrated Identy's SDK into the application** used for its **customer onboarding process**, allowing new users to complete biometric identity verification on their phones **without needing to visit a point of sale in person**.



The adoption of **Identy.io's** biometric identity verification solutions by this leading telecommunications provider in Peru as a **prerequisite for activating a new SIM card** represents a **significant step forward in the security of the national telecommunications infrastructure** while improving customer convenience.



Contactless fingerprint recognition, AI-based fraud detection, and seamless integration with the government database make it a **model for mobile operators** worldwide looking to **implement secure, user-friendly, and compliant biometric verification systems**.



The implementation process

1

Customer Onboarding

The customer begins the **SIM card activation process** from the telecom provider's mobile app or from enabled kiosks at points of sale.

2

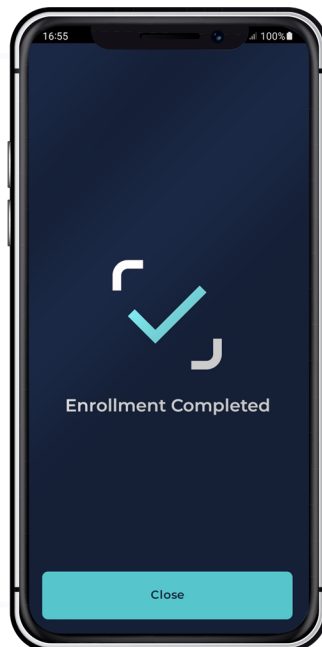
Documentation Verification

The user uploads their **national ID card** to the system, which is processed using **OCR technology** to extract **identity data**.

3

Fingerprint Capture

The customer places their fingers in front of the phone's camera, and **Identy.io's contactless biometric technology** captures their prints.



Liveness Verification and Fraud Prevention

AI-based algorithms ensure the fingerprint is **real** and not just a **fraud attempt**.

4

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Verification against the Government Database

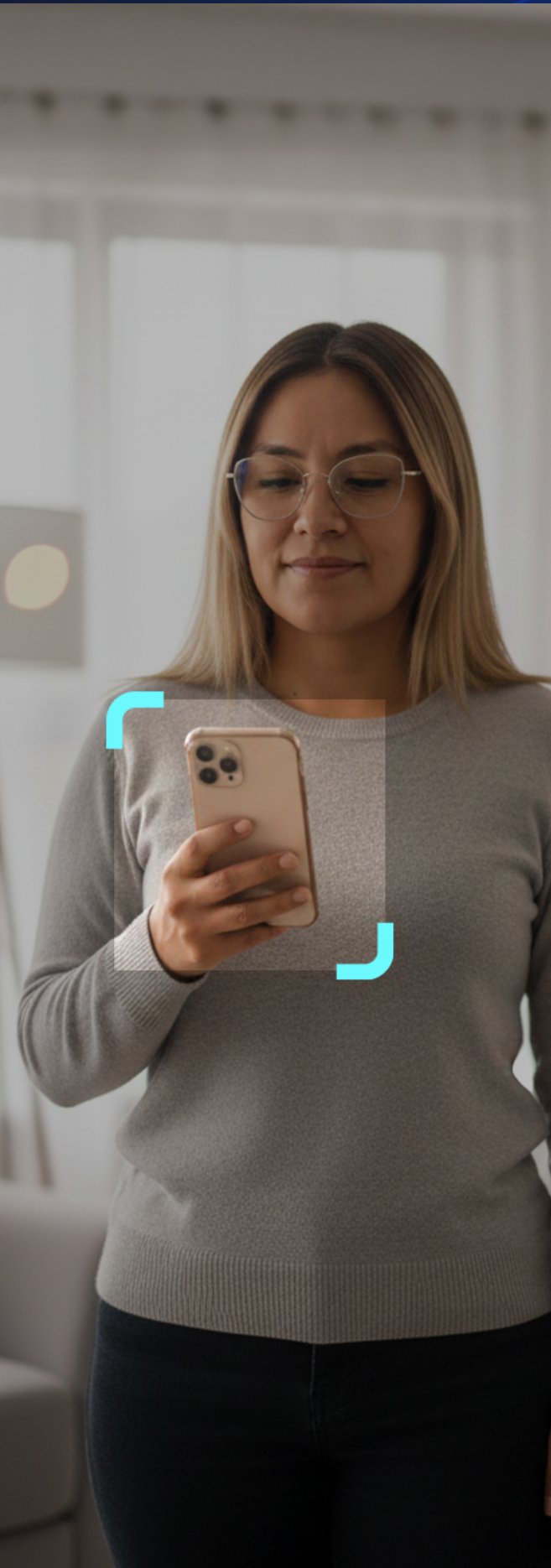
The fingerprint is **securely cross-checked** against the government's **biometric registry**.

SIM Card Activation

Once the **verification is successfully completed**, the SIM card is **activated**.

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Business impact and benefits



Regulatory Compliance

The phone operator **ensures full compliance with Peruvian regulations** on biometric registration for new SIM cards, **reducing the risk** of fines for non-compliance.

Improved Security

Implementing biometric authentication **reduces the risk** of identity theft, SIM swap fraud, or unauthorized activations.

Frictionless User Experience

Customers can **activate their new SIM cards remotely** in minutes, **eliminating the need** to visit physical points of sale.

Cost Savings

The mobile phone solution **eliminates the need for additional hardware**, which in turn reduces operational costs.

Scalability

The solution is **scalable across the telecom operator's** entire retail network, including its agents, kiosks, and digital channels.
