



Case Study | Banking

KNOW YOUR CUSTOMER

PIN ISSUANCE & DIGITAL SIGNATURE CAPTURE



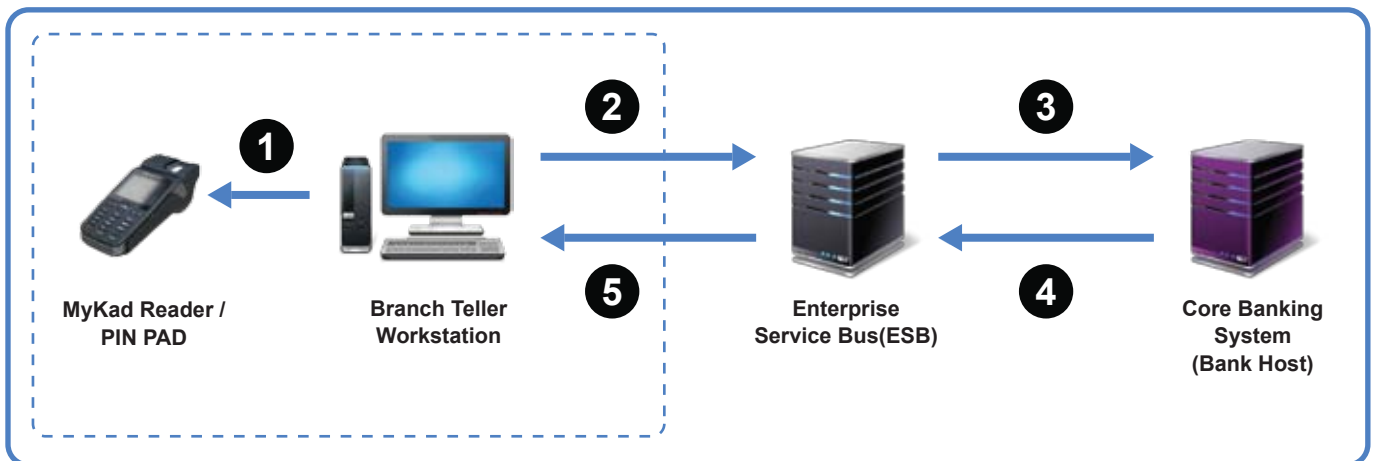
Client Overview

As the Largest Bank in Malaysia, our client is continuously finding new ways to increase customer satisfaction by improving overall customer experience. Driven by customer acquisition, the bank intends to simplify its account opening procedure by reducing the need to purchase an additional hardware such as signature pad by using a single device.

Challenges

To provide a secure end-to-end solution to address the hardware functional requirements and include software capabilities to interact with the banks existing account opening system and simultaneously interfacing with the bank's Core Banking System (Bank Host).

Solution



- ▶ Tricubes T1040i with built-in MyKad/Smart card reader, Biometrics & Digital Signature Module.
- ▶ Device Application Modules for MyKad Reading, Biometrics Verification, Thumb Print Image Capture, MyKad Photo Capture, Digital Signature Capture & Pin Issuance including integration with the Core Banking System for the following purpose:
 - Opening of accounts using Tricubes t1040i will allow for reading of the MyKad, saving of MyKad image and populating the bank's Branch teller software system.
 - The biometrics feature of the Tricubes T1040i provides the bank with authentication feature that is required as a security protocol when a customer's fingerprint is validated against the minutiae that is stored in the MyKad. An image of the thumbprint will also be sent to the bank's Branch teller software system.
 - PIN Issuance for ATM/Debit Cards are automatically generated during card issuance.
 - Digital Signature capture option allows customer to sign off using Tricubes T1040i device without the need for an additional signature pad or manually signing after their application has been printed.

The Benefits

Simplify account opening and PIN Issuance process via a single device which is Tricubes T1040i.

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