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CASE STUDY

# Seamless eKYC:

## Redefining Digital Identity Management

Agile Development | FAIRN | Managed Cloud



## Background

A digital infrastructure investment company aimed to address a nationwide issue of escalating fraud and inefficiencies in eKYC (Know-Your-Customer) processes. Their vision was to establish a secure and streamlined platform for a simpler eKYC application process by having a digital platform for identity management between consumers, billers, and verification authorities.

The company engaged Stratpoint's agile dedicated software development team and managed Cloud solutions to build and manage the service engine component of their digital platform initiative, a significant step toward fighting fraud and becoming trusted stewards of eKYC.

## Securing Filipinos' digital identity

As fraud and identity scams become more prevalent, the digital infrastructure investment company recognized the country's increasing challenges in safeguarding personal data while ensuring operational efficiency in institutions. The company aimed to address unchecked fraud, rising costs in facilitating eKYC, and compromised trust among users and organizations.

The company's objective was to create a secure and future-ready eKYC platform to enable seamless integration among users, organizations, and authorities.

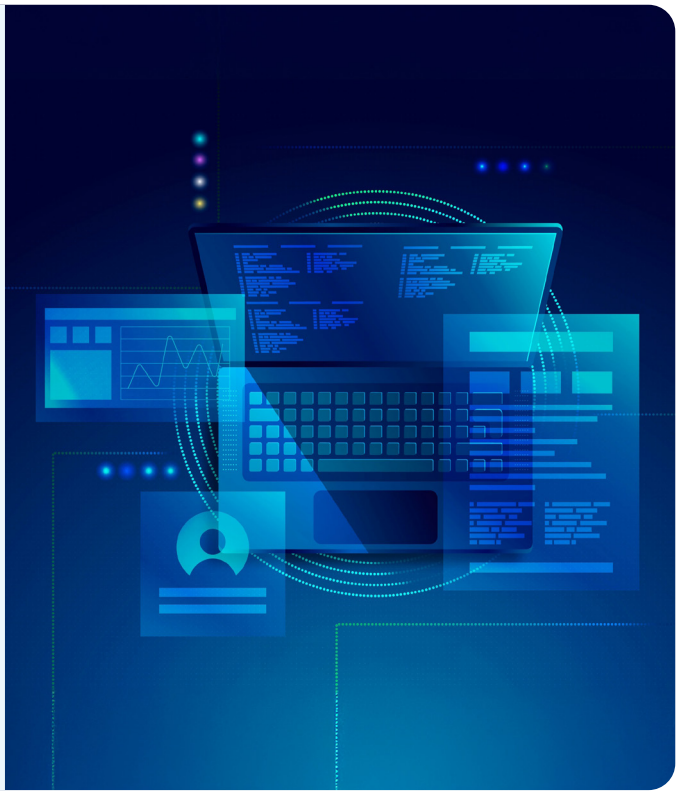


# Building a future-ready service engine

To meet the client's goals, Stratpoint deployed a tailored, two-pronged approach:

## Agile development

Stratpoint mobilized an agile dedicated software development team to build the service engine or integration layer component. The service engine was designed to manage eKYC processes efficiently.



## Managed Cloud

Stratpoint designed, built, and managed Cloud resources for the service engine, enabling seamless orchestration of services and partners on the platform. Leveraging Amazon Web Services (AWS), the solution offered high availability, robust security, and the scalability needed for future growth.



# Key features driving operational excellence

The service engine's structure integrated state-of-the-art technologies and advanced functionalities:



**Orchestration platform:** The service engine functions as the orchestrator. All calls from the decentralized ID platform to issuers, verifiers, and other partners will pass through this orchestrator. User data is not stored here but rather in the blockchain managed by the decentralized ID platform.



**Secure connectivity and access:** High availability VPNs and firewalls ensured data security.



**Interoperability:** API gateway facilitated seamless integration among the engines, ensuring efficient data exchange and integration with internal systems.

## Paving the way for reduced fraud and streamlined operations

The implementation of the service engine has contributed to the company's advocacy of fighting fraud and identity theft with its resilient eKYC mechanisms. It streamlines the processes across sectors, and the platform's architecture ensures adaptability and integration with other components of the overall digital platform initiative.

The service engine solidifies the client's role as an innovative leader in simplifying the eKYC process. By leveraging advanced technology and a streamlined approach, the client has set a new benchmark for secure, efficient, and scalable services.

The service engine and the client's digital platform initiative as a whole are a foundation for future growth and innovation, equipping the client to adapt to emerging technologies and market needs and enabling them to stay ahead in the digital identity landscape. This initiative reinforces trust among consumers, billers, and verification authorities, setting a precedent for industry-wide transformation and demonstrating a commitment to excellence and a vision for a more secure, connected future.

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## About Stratpoint

Stratpoint is the digital acceleration partner for companies ready to transform. With expertise in agile software development, quality assurance, Cloud, data, and AI, it empowers businesses to boost efficiency, improve decision-making, and gain a competitive advantage in today's digital economy.

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