

Case Study: Dubai Islamic Bank



بنك دبي الإسلامي
Dubai Islamic Bank

USE CASE

- Identity Verification

INDUSTRY

- Banking

PRODUCT

- 4 Fingers Export

CHALLENGES

- Regulatory compliance
- Expensive and inconsistent biometric hardware
- Touch devices not acceptable in COVID climate
- Poor customer experience

SOLUTION

- User friendly Veridium capability embedded in mobile application
- 4 Fingers Export delivering safer and more reliable biometric capture

THE PROBLEM

Dubai Islamic Bank Pakistan Limited is one of Pakistan's major Islamic financial institutions that required a cost-effective, scalable, accurate and robust solution for customer biometric verification. As per the central bank regulation, each bank account holder must be biometrically verified from the National Database and Registration Authority (NADRA). NADRA is the sole authority in Pakistan which maintains the national identity database, which is used to verify Pakistani nationals using their fingerprints.

CHALLENGES

Dubai Islamic Bank previously invested in hardware-based fingerprint scanning devices, which are integrated to their internal systems. Customers are required to visit the branch have their identity verification performed using these physical devices.

Some of DIB's Relationship Managers would also take the same device to corporate customers and have them verified in the same manner using software running on their cell phones, however, the cell phone software was not integrated with the internal systems of the bank.

There were multiple challenges associated with the current process.

First, the hardware-based devices had a specific life span, after which they would degrade and become less performant. The bank had to replace them, either purchasing new hardware, or have them repaired on a regular basis, this was an expensive overhead for the bank.

The hardware devices delivered inconsistent performance, often not accurate in capturing fingerprints due to dust or humidity on the fingers / thumb. This forced DIB personnel to request their customers to repeat the capture and with different fingers if the hardware-based sensor did not capture correctly the first time. This was a poor user experience for their customers.

In these unprecedented times of COVID-19, physical touches and interactions present a huge health risk to customers and there is reluctance by individuals to touch a device that is used by countless numbers of other people throughout the day.

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DIB, aim to maintain and improve their position as the world's leading Islamic bank through unsurpassed customer service, innovation, growth and consistent employee engagement.



THE SOLUTION

Veridium 4 Fingers Export was proposed to Dubai Islamic Bank to capture the biometric fingerprints of their customers.

This contactless biometric solution uses a smartphone rear camera to capture their customer's four fingerprints simultaneously. No additional hardware is required. Veridium 4 Fingers Export captures print quality that is equal to the images obtained using traditional hardware scanners.

DIB has now replaced the hardware-based devices across its business lines with the Veridium 4 Fingers Export. Customers can visit the branch, without having to touch hardware devices and can be biometrically verified.

The touchless mechanism also provides safety measures against COVID-19 or similar contagious diseases.

The relationship managers can now take their smartphone to their corporate customers instead of a hardware-based scanner attached with a tablet that is cumbersome and difficult to transport.

Using a smartphone to have a corporate customer biometrics verified, adds to the technology adoption value for DIB and delivers innovation to their customers.

Through the provided software SDK, the solution is completely integrated into the Dubai Islamic Bank mobile application and is compatible with almost all Android and iOS phones. A minimum of five-megapixel camera (which is now commonly found in most smartphones) is more than sufficient to successfully capture the fingerprint data without any additional hardware.

THE OUTCOME

DIB now foresees a substantial cost saving in terms of repair or replacement of hardware-based devices. Veridium 4 Fingers Export provides a scalable solution to the bank, that is accurate with an exceptional user experience.

The software solution is not going to degrade or become less performant with time. Customers also feel safe to have a touchless verification experience in these extreme times of a fatal pandemic. Corporate customers also feel valued and have a better technology experience with DIB employees, who can perform all operational requirements with a single smartphone.