

Press Release

Kapsch BusinessCom service for tomorrow's banking business: 100% made in Austria

The new KAPSCH VIDEO IDENT service enables banks to generate business with new customers via online interviews

Vienna, March 23, 2017 – Subsequent to a recent change in the law, banks and financial service providers are now able to use online services to attract new customers. Working together with the Europ Assistance Austria service center, Kapsch BusinessCom is providing the relevant end-to-end solution. KAPSCH VIDEO IDENT is 100% made in Austria, from solution development, the technical infrastructure at the earthDATAsafe high-security data center in Kapfenberg, Styria, right through to the call center with its Austrian employees.

In just a few steps, new customers can use the new video online service from Kapsch to identify themselves via PC or smartphone, so that in future, applicants will no longer need to visit a local bank branch in person. After potential customers have registered online, they receive an SMS with a link to a live video chat. In the following step, specially trained agents undertake the face-to-face examination, helping the customer to create a screenshot of their identity card or other form of official identification. The IT experts responsible for video identification are on hand, providing the customer with immediate technical support. Other necessary documents can also be included during the live video chat.

Complete banking application process available as a Kapsch service

The KAPSCH VIDEO IDENT solution does more than simply identify online customers; if the customer so wishes, the entire business process can be conducted as a service. That means entire application stages can be freely modeled and operated on the Kapsch systems. It is also possible to incorporate third-party services and customer systems, such as calling up credit protection association documentation or credit checks.

Secure infrastructure and experienced partners

All the collected data is safely stored in earthDATAsafe, the Kapsch high-security data center in Kapfenberg, Styria. The technical infrastructure, and with it the sensitive customer data, is stored in a tunnel 150 meters below ground where it is ideally protected against electromagnetic interference signals. Kapsch also offers individual security arrangements for each customer.

In KAPSCH VIDEO IDENT, Kapsch has combined an Austrian solution for end-to-end processes with the online interviews offered by Europ Assistance Austria to create a total package. In the future, companies in the financial services industry will be able to use KAPSCH VIDEO IDENT to attract new customers, using an online service which guarantees 100% Austrian quality.



Pictures: The earthDATAsafe high-security data center in Kapfenberg
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Printable photo of the high-security data center "earthDATAsafe" for download under: we.tl/8Anshz8jW8

Kapsch BusinessCom, a Kapsch Group company, generated revenue of more than EUR 320 million in fiscal year 2015/16 with its 1,200 employees. The comprehensive portfolio of products and solutions of the leading digitalization partner in Austria and the CEE region includes technology solutions for stable, intelligent, and – most importantly – secure ICT infrastructure, in addition to facility solutions for smart building and security technology, multimedia and business services for outsourcing applications, and innovative digitalization solutions that are custom-tailored for specific industries. With its Consult – Deploy – Operate approach, Kapsch is able to cover the entire ICT solution lifecycle for its customers. Kapsch is independent of specific manufacturers and utilizes the best technologies available from the world's leading suppliers, such as Cisco, HP, and Microsoft, and combines them with solutions from its partner network of research institutions and application providers. Kapsch BusinessCom has more than 17,000 customers that include OMV, Allianz, ORF, Erste Bank, Vodafone, and ÖBB, and provides customer service for them both locally and globally in around 40 countries.

For additional information www.kapsch.net and www.kapschbusiness.com

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