



## Driving integrity and trust through digital identity

Digital identity is evolving from a security focused capability to become a key element of customer engagement strategies, aimed at attracting and retaining customers and delivering new levels of value and growth. Businesses are banking on the opportunities afforded by digital technologies to transform how they engage with customers and drive deeper trust, integrity and confidence.

At the same time, customer expectations have changed. They demand choice and control over their data when accessing digital services as well as a secure, trustworthy, easy and highly personal experience from their service providers that is centered on their native channels, predominately smartphone. Digital identity's central role in forging the personalized customer experience should be a key component of every organization's digital transformation agenda.

The Folio platform is an end-to-end solution that provides businesses with all the tools necessary to incorporate digital identity into their transformation strategy, and move from an 'inside out' mindset dictated by processes, system architecture and KPIs to an 'outside in' methodology that starts with customer insight and measurement to understand needs and expectations.

The Folio issuance module allows businesses to create and issue any identity type with any data fields directly to their citizens at scale, irrespective of time or location, transitioning from physical to digital credentials.

Folio can be used to build and issue any form of digital identity, such as membership/loyalty cards, employee access credentials, short-term contractor identity cards, etc.

The Folio digital identity issuance module can be used as a standalone solution to simply provide customers, employees or contractors with credentials or it can be coupled with the Folio verification module to build a full service solution.

The Folio platform makes digital transformation possible, giving businesses the opportunity to recognize their customers with every interaction, increasing trust and integrity whilst providing a superior user experience across digital and physical channels.

Folio provides businesses with all the tools to move from an 'inside out' mindset to an 'outside in' methodology

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# features

## Automatic citizen enrolment

Use Folio to automatically enrol and issue digital documents to consumers, employees & contractors increasing efficiency and speed of service provision and access.

## Secure & unique biometric signature

Digital documents issued by Folio are produced with a biometric signature and digital certificate that is unique to the document and customer.

## In person verification via QR code

Businesses can verify the identity of a customer, employee or contractor in person using a time limited QR code derived from the citizen's digital identity document

## Instant document issuance and delivery

Identity documents are issued at click of a mouse and are delivered directly and instantly to the customer's smartphone.

## Integration with existing registries

Folio integrates seamlessly with existing customer registries, simplifying the migration to digital membership documents.

## Customizable identity creation

With Folio businesses can create documents in any formats and with any data fields making the issuance of membership and loyalty cards flexible and hassle free.

# benefits

## No labor costs or maintenance

Folio's simple registry integration process and registration to issuance workflow removes the labor and maintenance costs that are associated with a physical membership ecosystem.

## No consumables required

Folio's digital identity issuance module eliminates the need to issue paper or card based identity documents and therefore the consumables that are associated with physical identity.

## No need to carry physical document

The Folio QR reader app facilitates in-person identity verification, removing the requirement for customer to carry a physical card or document.

## Identity delivered directly to the smartphone

Physical identity documents take time to process and deliver. With Folio, digital identities are sent directly to a customer's smartphone and received instantly, allowing the owner to immediately use it to verify their identity and access services.

## Encrypted & securely stored identity

When a customer receives their document Folio encrypts it and stores it on their smartphone. This encryption, coupled with the document's digital signature makes it impossible for the document to be used by anyone except the true owner.