

The new digital customer journey for mobile subscribers

Nearly **6B** unique mobile subscribers in 2025

155 countries impacted by mandatory pre-paid SIM card registration regulations

3.4B eSIM consumer devices shipped by 2025

Up to **90%** cost reduction through digital onboarding channels

New challenges and opportunities are currently rising for mobile network operators (MNOs): 5G networks are being launched and evolve rapidly, connected devices are being used for a variety of use cases beyond traditional communication (for identification, authentication, payment, etc.) and mobile users are increasingly concerned about their data privacy.

Subscribers around the world are looking for instant, on-demand access to cellular networks and telecom services, moving away from traditional stores and towards remote onboarding experiences. By leveraging digital solutions like eSIM and digital identity, MNOs can not only manage and secure the entire subscriber lifecycle, but also ensure a seamless and satisfactory user journey.

IDEMIA helps MNOs accelerate their digital transformation by adapting existing business processes. Discover how we enable seamless onboarding, instantaneous activations and secure communications, and how our solutions can help implement a new digital journey for mobile customers.

Sources for market figures:
CSMA, ABI Research, McKinsey, Juniper Research

1 Onboard customers in a secure, reliable way

Assisted onboarding in MNO store

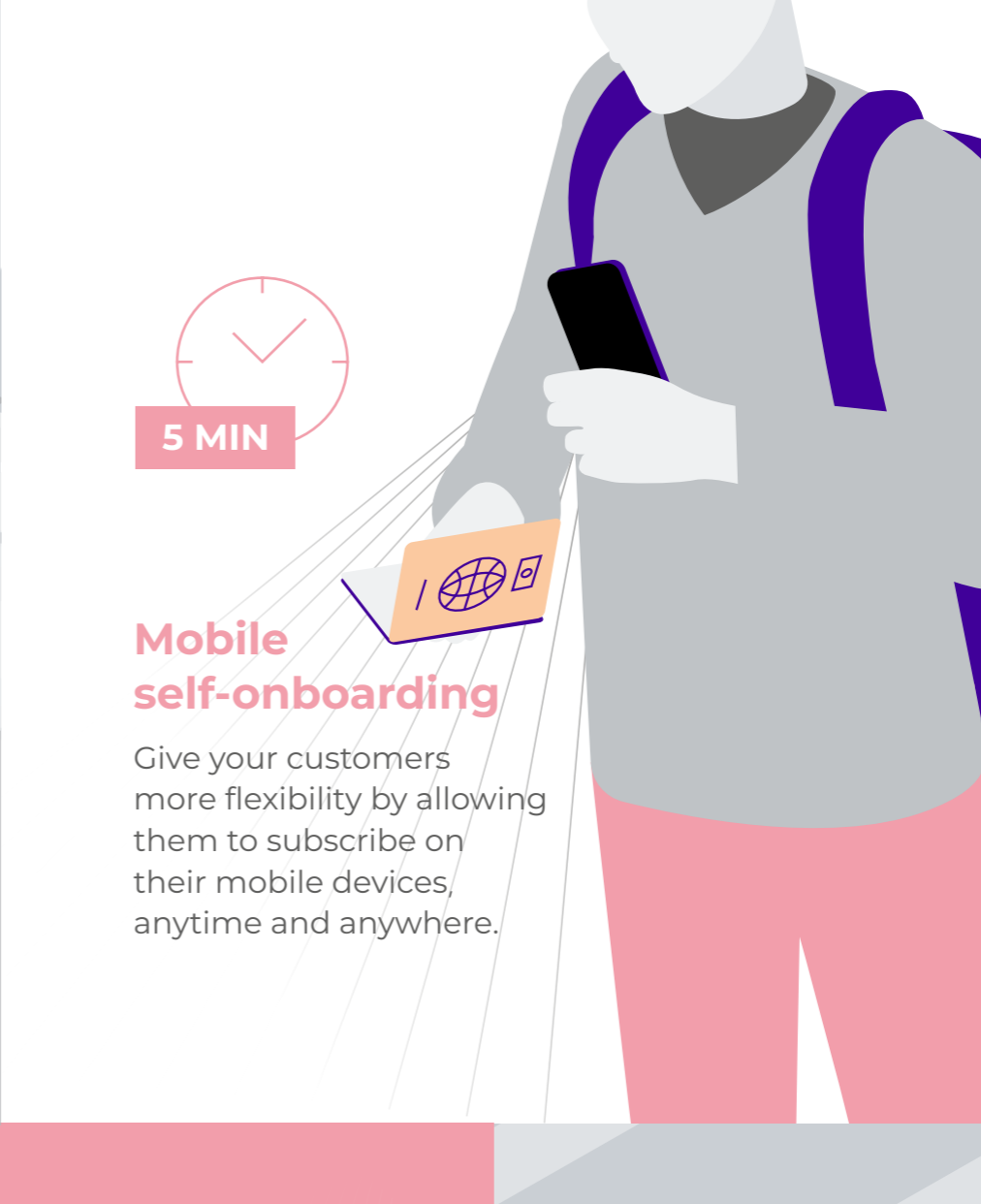
Speed up customer registration time and reduce fraud through advanced ID digitalization—and spend more time focusing on product offers.



5 MIN

Mobile self-onboarding

Give your customers more flexibility by allowing them to subscribe on their mobile devices, anytime and anywhere.

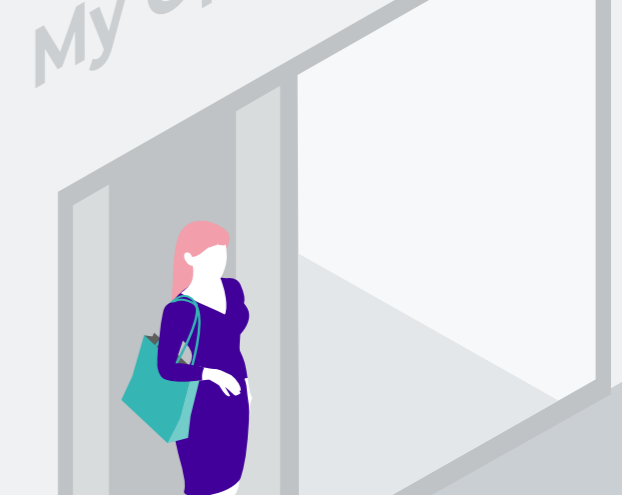


Trusted ID verification

Verify the authenticity of customers' documents, capture their biometrics, and cross-reference identity data against a biometric watchlist or a root of trust, where the regulatory framework allows it.



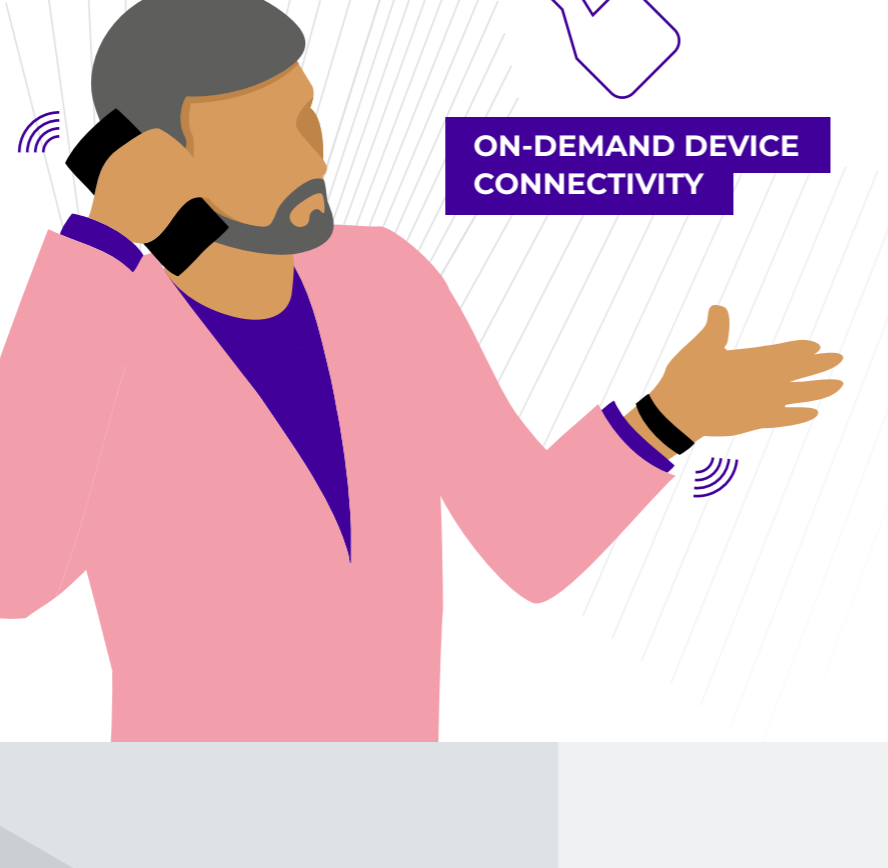
My Operator Shop



2 Activate connected devices instantaneously

Instant activation of subscription

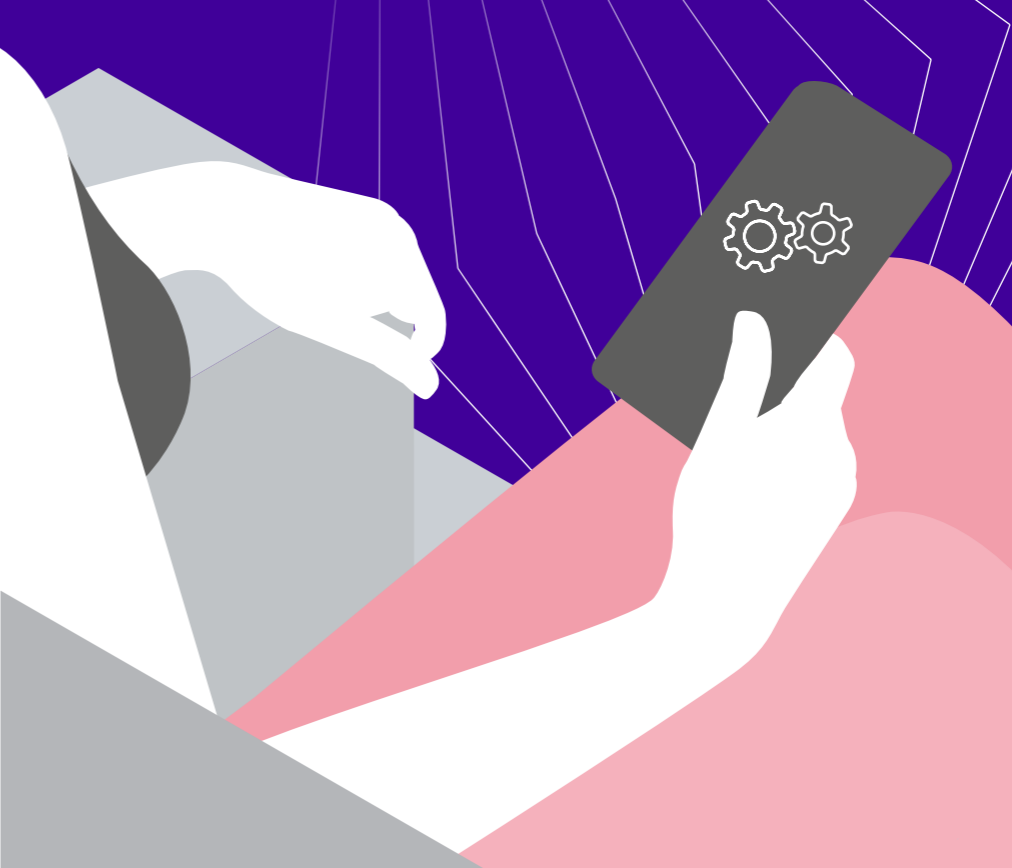
Upon validation of the customer's ID, connect their eSIM device(s) and associate their choice of service plan to your CRM and billing systems.



ON-DEMAND DEVICE CONNECTIVITY

Automatic device configuration

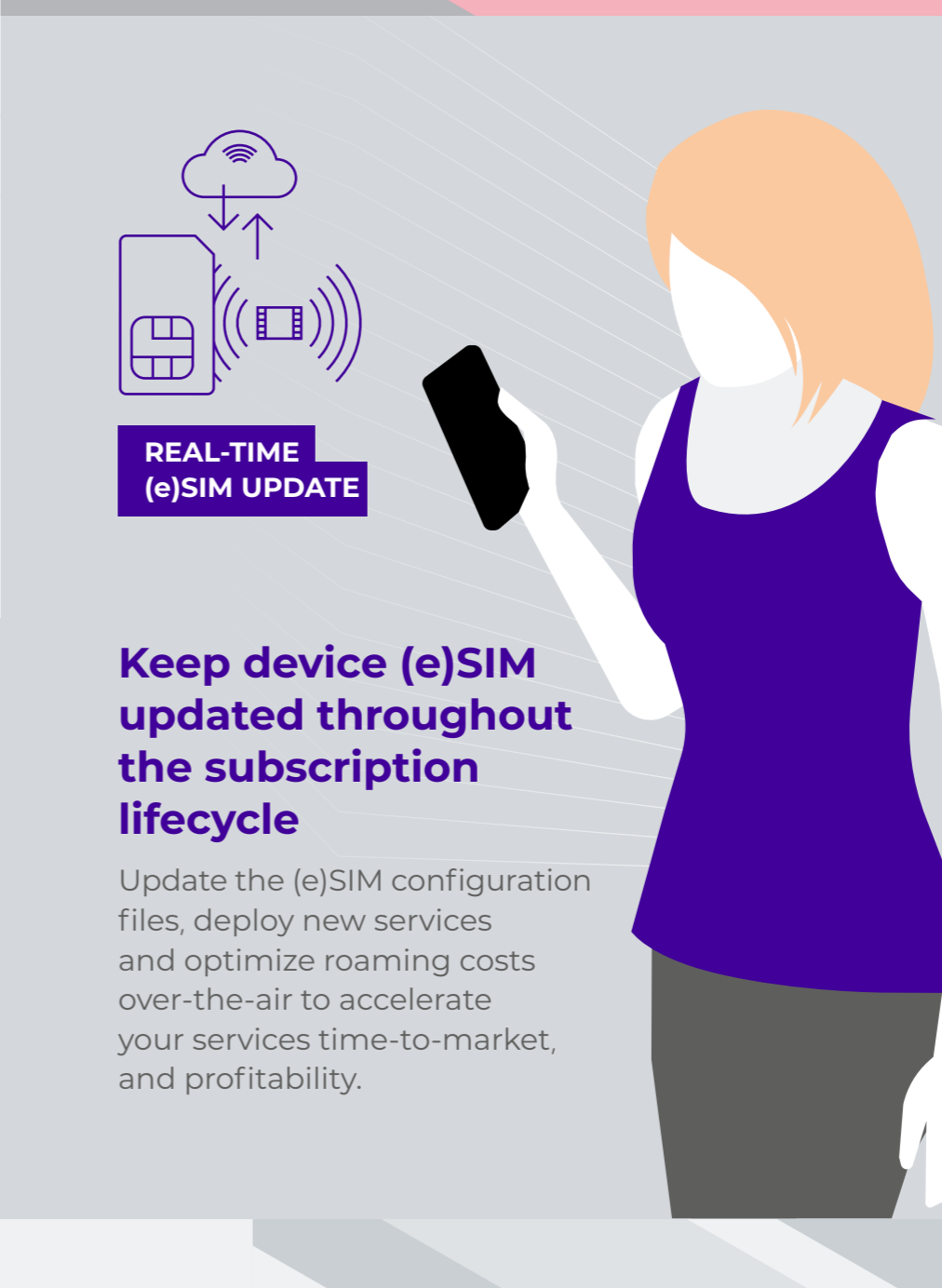
Offer a quality onboarding experience to your customers thanks to remote device recognition and service provisioning.



REAL-TIME (e)SIM UPDATE

Keep device (e)SIM updated throughout the subscription lifecycle

Update the (e)SIM configuration files, deploy new services and optimize roaming costs over-the-air to accelerate your services time-to-market, and profitability.



3 Ensure customer satisfaction

Capture the entire network user experience

Evaluate the real network Quality of Service straight from the subscriber's perspective and improve their experience.



4 Secure communications and access to eServices

Become a digital ID provider and monetize your subscriber base

Provide identity-as-a-service whenever your subscribers enroll or need to authenticate with relying parties.



Secure customer authentication using a trusted digital ID

Let your customers authenticate using their mobile device and digital identity when accessing their accounts or doing sensitive transactions like a SIM swap.

