

Manage your subscribers digitally and become next generation MNOs

Nearly

6B unique mobile subscribers in 2025

Nearly

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

Close to

1B eSIM consumer devices shipped by 2021

Multimillion \$ investment needed to implement digital transformation

Sources for market figures: GSMA, GSMA Intelligence, IHS

New challenges and opportunities are rising for MNOs in an increasingly connected and digital world: new networks are launched and virtualized, and mobile devices have turned into multi-usage accessories (for communication, payment, authentication, etc.).

In a growing number of countries, customers move away from telecom points of sales and demand instantaneous access to telecom services. Finally, the customer relationship has evolved, with more rules regarding identification and data privacy, but also the necessity to manage their subscription lifecycle remotely and in real-time.

Discover how IDEMIA helps mobile operators fit into this new environment by helping them adapt their business processes, and how, by enabling seamless onboarding, instantaneous activations and secure communications, our solutions can help implementing a new digital journey for mobile customers.

1
Onboard customers in a secure, reliable and seamless way

Assisted-onboarding in MNO branch

Reinvent the customer relationship by reducing registration time — through advanced ID digitalization — and spend more time presenting product catalogs.



5 MIN

Mobile self-onboarding

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



ID verification

When the regulatory framework allows it, IDEMIA helps verify customers' documents and biometrics for trusted ID verification.



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 Experience straight from the subscriber's perspective and improve their experience.



REAL-TIME (e)SIM UPDATE

Become a trusted enterprise provider for secure mobile communications and data services

Protect sensitive corporate data and communications (files, calls and SMS) from external attacks using SIM-powered advanced cryptography.



ON-DEMAND DEVICE CONNECTIVITY

Become a Digital ID provider and monetize your customer base

Let your customers authenticate using their mobile device and their registered ID attributes to authenticate in a seamless way.



REAL-TIME (e)SIM UPDATE