



Connecting Identity.
Transforming Digital Business.



Ubisecure and Telecommunications

Streamline identity management of complex
user groups and create new revenue streams

Introduction

Connecting customers in a digital-first world relies on seamless identity management.

Telcos face numerous challenges related to digital identity, including but not limited to:

- Customer identity fraud, including identity theft and identity fabrication
- A vast amount of sensitive customer data to manage and keep secure
- A wide variety of customers and remote workers to onboard with varying technical ability
- Consumers and business users requiring specialised workflows to access services, where the billpayer is not always the user
- Providing a seamless customer experience across multiple channels – desktop, mobile, smart TV etc.
- Compliance to relevant regulations – data protection, pre-paid SIM registration etc.

Ubisecure's digital identity solutions are here to help. Our Identity Platform has been designed to meet specific telco requirements and challenges, making us the leading IAM provider that telcos turn to for help with their identity projects.

From digital onboarding to omnichannel services, Ubisecure enables robust security, competitive user experiences, easy regulatory compliance and streamlined operations throughout.

Ubisecure technology for telcos

Key use cases of Ubisecure's technology stack and how they can be leveraged by the telecommunications industry.

SINGLE SIGN-ON (SSO)

Offer users one identity for simplified login to all digital services and applications. Clients and partners don't need several identities to log in to your connected applications, leading to greater customer satisfaction and much less

time spent by your IT support maintaining IDs and passwords.

[Watch this short explainer video](#) 

As access to all services is tied to one identity's permission settings, security is increased through easy revocation of access rights. Security is further increased by reducing password fatigue among users, leading to stronger passwords and higher uptake of multi-factor authentication (MFA).

AUTHENTICATION AND AUTHORISATION

Support for numerous methods to authenticate a user (social, professional, verified and government) at the right time in the user journey, authorising access to only the right resources. Ubisecure supports dozens of external identity providers, enabling you to connect authentication methods that are best suited to your organisation's users and regulatory context via its Authentication Adapter microservice and via partnerships with identity brokering platforms.

IDENTITY MANAGEMENT

Simplify migration, creation, storage, and management of users and identity data at scale. Avoid time wasted on data silos and let your IT department and developers get back to doing what they do best. Deploy directory(s) on-premise or in the cloud, in a geographical location of your choice.


DELEGATED AUTHORITY

Multi-tier delegated administration and delegation of authority, improving efficiency, reducing costs and enhancing security.

[Watch this short explainer video](#) 

— TELECOMS EXAMPLE

In family mobile contracts, a parent could authorise their family members' access to areas of your online service. So they may give permission to their spouse to add additional allowances to the contract, but may only allow their children to view usage data. It's a customer experience win and means your support team



UBISECURE HAS DEMONSTRATED ITS VALUE SPECIFICALLY IN SCENARIOS WITH COMPLEX B2B2C RELATIONSHIPS, WHERE ITS STRENGTH IN DELEGATING ACCESS IS A DIFFERENTIATOR TO OTHER PROVIDERS IN THE MARKET.

Martin Kuppinger, KuppingerCole



doesn't have to spend time sorting out access for them.

FEDERATION

Federation allows organisations to build links between their own services and external third parties services.

Telcos can benefit from federation in multiple ways. For example:

- Telcos are in a strong position to build identity brokering services, enabling new revenue streams (see Telia Company case study below).
- Ubisecure allows MNOs and service providers to quickly deploy the most complete GSMA Mobile Connect based services (see Canadian Mobile Connect commercial pilot below).
- Promote your brand through federated third-party services.
- SSO to other federated services is a big win for customer experience – remove the frustrations that come with different credentials for multiple apps and services.

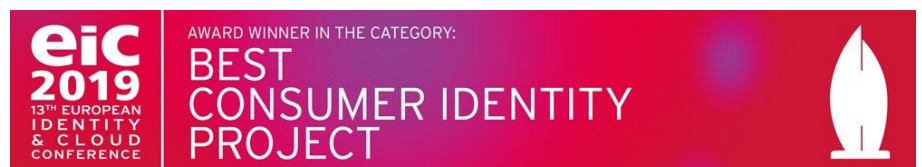
Customer case studies

TELIA COMPANY

The Telia Identification Broker Service offers organisations, consumers and developers several strong authentication methods with just one service agreement and integration, removing the need to maintain several separate authentication systems or contracts with each identity provider. It is a Nordic and Baltic, cross border, one-stop platform for customers' strong digital authentication needs as a single service, with Ubisecure's Identity Platform at its core.



[Read case study](#)





DNA TELECOM

DNA deployed an innovative Customer Identity and Access Management (CIAM) solution from Ubisecure, built on its Identity Platform, providing DNA with a streamlined way of managing customer identities and their access to DNA services. This has enabled DNA to cut costs and more efficiently and effectively roll out new online services, including a corporate self-service portal, 'DNA MyCompany'.

In the first full year of operation of MyCompany, DNA recognised a cost saving of €1 million and reduced the time to register a new corporate customer by 95%.

[Read case study](#)

CANADIAN MOBILE CONNECT COMMERCIAL PILOT



Ubisecure's Identity Cloud enables MNOs to add the comprehensive functionality of [GSM Mobile Connect](#) to their subscriber services. Mobile Connect supports multiple federation protocols and is used in large scale federation networks linking countless organisations and services.

Ubisecure implemented one of the most advanced Mobile Connect deployments (with Smartphone App Authenticator). The Canadian Mobile Connect Commercial pilot led by EnStream LP – a joint venture of Bell Mobility, Rogers Communications and TELUS Communications - enables authentication in Canadian e-services using components provided by Ubisecure and MePIN. The service is the first Mobile Connect deployment in the world that uses a Smartphone App Authenticator (SAA) for registration, authentication and account recovery, and has deep integration into mobile operator subscriber verification services.

[Read case study](#)

Get in touch

Talk to Ubisecure about your own digital identity goals.

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About Ubisecure

Ubisecure provides feature-rich customer identity management software and services to help companies reduce identity data breach risk, improve operational efficiencies, and improve user experience.

The company provides a powerful Identity Platform, deployed as IDaaS, Cloud, or on-premises software. The platform consists of productised Customer Identity & Access Management (CIAM) middleware and API tooling to enable single digital identity benefits across multiple applications. Capabilities include enabling complex authorisation and delegation workflows, single sign-on (SSO), frictionless multi-factor authentication (MFA), user identity management, and pre-established connections to dozens of third-party identity providers (social, mobile, and verified).

Ubisecure's Right to Represent is a representation governance solution offering a fast and easy way to assert and verify an individual's mandated rights to electronically represent their company, including financial, signatory, or other authority. Ubisecure's widely used Delegated Authority solution allows individuals and organisations to manage which users and organisations can act on their behalf to dramatically reduce costly, time consuming and delay-prone manual workflows.

Ubisecure is accredited by the GLEIF to issue Legal Entity Identifiers (LEI) under its RapidLEI brand. RapidLEI is a cloud-based service that automates the issuance and registration of these highly assured organisation identifiers.



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