

Nomidio Identity as a Service

Nomidio IDC is a comprehensive biometric customer identity service served from the cloud and available first for contact centers.

Nomidio allows you to securely engage with your customers by managing all registration and authentication processes and storage. You no longer need to implement, manage and secure your own biometric authentication platform, we do it all for you.



What Is It?

Nomidio IDC uses industry standard biometrics to identify and verify your customers before they connect to an agent and is served exclusively from the secure Nomidio Identity Cloud. The simple to use web based customer experience removes the need to download an app. World class biometric verification delivers password-free customer authentication that makes your customers feel secure and saves your agents time on every call.

IDC is the first service based on the Nomidio Identity Cloud, a single repository where Personally Identifiable Information is encrypted and stored, allowing multiple organisations to harness the data in a secure and partially anonymised way. Our vision is to heal the conflict between business monetisation priorities, regulatory priorities and consumer privacy concerns.





For Who And Why?

Any business running a contact center can benefit from the Nomidio service. Deployed entirely from the cloud, Nomidio can integrate with on-premise or cloud based contact centers. If you use Amazon Connect deploying IDC takes less than 10 minutes to complete and delivers a fully operational biometric verification system.

Benefits

- Secure customer experience with no passwords or security questions to remember.
- Reduced agent call time, saving 25 to 120 seconds per call.
- Biometrics deployed from the cloud: zero implementation and running costs.
- Cloud based service with pay-as-you-go pricing.
- Benefit from the power of Identity information without the toxicity of having to own, manage and secure it.

How It Works

- **Automated voice biometric verification:** your customers arrive to the agent having already been verified, saving agent call time and increasing customer security. Additional biometric and physical security factors can be used for high security checks.
- **Zero footprint voice biometrics:** all customer registration, verification and identity management is provided by the Nomidio service without the need to implement in your own system.
- **Quick and simple deployment:** Nomidio identity-as-a-service can easily be deployed with Amazon Connect in less than 10 minutes.
- **Cloud Formation templates** help you get Nomidio up and running quickly by automating the cloud set-up process so you don't need to rely on a system administrator to configure any servers or software within AWS. It's all ready to go from day one.
- **Pay-as-you-go pricing** means you pay only for what you use, so costs scale in-line with your business volumes.

Amazon Connect

Your business teams can integrate the service to your existing call flows using the Amazon Connect drag-and-drop interface, making changes without coding. The open platform integrates with your existing contact center, seamlessly delivering secure biometric verification designed and delivered from the AWS cloud. Nomidio can scale to meet your most demanding workloads, without you needing to plan for and manage the hardware and software to support it.

How Do I Get Nomidio?

Available direct from the AWS Marketplace, from Nomidio.com and from Amazon Connect Partners.