

# Identity Verification Software Category



## Identity Verification Software Category

Identity verification software assists businesses to make sure an online user or person is genuine. Companies get affirmation about user identities so they can generate trust online and offline, avert identity fraud and be in compliance with anti-fraud and privacy regulations. Multiple departments in an enterprise can use this system to verify identities.

You can accomplish identity verification through methods such as biometric information like live selfies, photo-based verification of identity documents and checking on established identity libraries like public records. A quality identity verification solution can do the following: provide multiple credential and identity verification methods, conduct evaluation of data offered by users to identify risk, and verify documents like ID cards.



# Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:

## CONTENT SCORE

- ▣ Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- ▣ Customer reference rating score
- ▣ Year-over-year change in amount of customer references on FeaturedCustomers platform
- ▣ Total # of profile views on FeaturedCustomers platform
- ▣ Total # of customer reference views on FeaturedCustomers platform

## MARKET PRESENCE SCORE

- ▣ Social media followers including LinkedIn, Twitter, & Facebook
- ▣ Vendor momentum based on web traffic and search trends
- ▣ Organic SEO key term rankings
- ▣ Company presence including # of press mentions

## COMPANY SCORE

- ▣ Total # of employees (based on social media and public resources)
- ▣ Year-over-year change in # of employees over past 12 months
- ▣ Glassdoor ranking
- ▣ Venture capital raised

## Award Levels



### MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



### TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



### RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.



## 2020 Customer Success Awards

Check out this list of the highest rated Identity Verification Software based on the FeaturedCustomers Customer Success Report.



### MARKET LEADERS



### TOP PERFORMERS



### RISING STARS



\* Companies listed in alphabetical order



OVERALL BEST  
**Identity Verification  
Software**

**jumio**<sup>®</sup>



#### ABOUT JUMIO



Jumio is a leading identity management and credentials company that helps businesses reduce fraud and increase revenue while providing a fast, seamless customer experience. The company utilizes proprietary computer vision technology to reduce customer sign-up and checkout friction and verify credentials issued from over 120 countries in real-time web and mobile transactions. Jumio's products are leveraged by a wide range of clients; from the leading internet companies to start-ups, Fortune 500 and FTSE 350 organizations in the financial services, sharing economy, retail, travel and online gaming sectors. Headquartered in Palo Alto, California, Jumio operates globally, with offices in the US and Europe, and has been the recipient of numerous awards for innovation from leading industry associations.

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Total Customer References

[VIEW ALL REFERENCES](#)

## Featured Testimonials

“Our objective has always been to strengthen our abilities to mitigate these risks, secure the money and protect the identities of customers. We are glad to associate with Jumio for their Netverify solution as it will facilitate digital identification and face recognition for our online portals. These solutions are at present being customised and integrated with our own technology architecture.”



RAJESH GK  
CHIEF PRODUCT OFFICER, UAE EXCHANGE

“The combination of Jumio's ID document authentication and facial comparison supports speedy account opening for our customers, and make for a better and faster customer experience with WorldRemit.”



ISMAIL AHMED  
CEO, WORLDREMIT

“We chose Jumio above other providers in the market because of its simplicity and the great user experience it offers. There are too many ways to lose customers but Jumio is easy for customers to use and their document validation solution travels better across borders than database-led identity checking.”



LUKE GAUCI  
HEAD OF PAYMENTS & FRAUD, MR. GREEN

“We wanted a service that was simple to use and had robust security protocols. Jumio ticked all the boxes. Of critical importance was the ability to verify IDs from so many different territories. With one quarter of the population of Switzerland being born outside of the country, we didn't want to disenfranchise 25% of our potential market. Thanks to Jumio, anyone can now use our service.”



TIM ACKERMANN  
COO, BOB FINANCE

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\*\*\* 50

Total Customer References

[VIEW ALL REFERENCES](#)

#### ABOUT IDODOLOGY



IDology offers a solution-driven approach to identity verification and fraud prevention, providing streamlined processes that ultimately help increase customer acquisition and improve the overall customer experience. IDology has developed an on-demand technology platform that allows customers to control the entire proofing process and provides the flexibility to make configuration changes that are deployed automatically without having to rely on internal IT resources or IDology's customer service so customers can stay ahead of the fraud landscape while also maintaining compliance.

### Featured Testimonials

“There are not many service providers in the payments space that feel like real software companies. IDology is a customer-centric, enterprise provider that can deal with the complexities of the regulatory environment while remaining entrepreneurial and fast to innovate. We now have the ability to escalate to questions only when needed which helps us minimize any onboarding friction for our customers, while still deterring fraud. What's cool about IDology is they will let you work to improve the pass rates and adjust questions or the configuration based on real-time results. And, it doesn't take months to make a change. We were surprised it was so easy.”



BEN KATZ  
CEO AND FOUNDER, CARD.COM

“We use IDology to verify new members and also to verify existing customers wanting to make any account changes. We take considerable precautions to eliminate internal network theft so that our members are completely comfortable and secure in knowing we are protecting them. Ultimately, IDology is helping us build trust and loyalty with our customers.”



SERGIO PINON  
CHIEF EXECUTIVE OFFICER, ELAYAWAY

“It's not just our online channel we have to protect. Because crooks are getting more sophisticated our call center and branch representatives also need help in stopping fraud. Using IDology's identity quiz before completing certain high-risk transactions will increase the chances of our Reps not being tricked by a savvy ID thief.”



ANTHONY VITALE  
DIRECTOR OF DEVELOPMENT, PATELCO CREDIT UNION

“What is really compelling about IDology's solution was the ability to escalate to questions based on risk profile. We were able to improve our customer experience by automating our entire process and when there is an identity where we don't have a high degree of confidence, we can easily heighten their level of verification. This is an incredible value add as most banks have to choose one level of verification across the board. Overall, through IDology, we have been able to increase our approval rates and get more customers while also filtering out the bad.”



SASHA PETER ORLOFF  
CO-FOUNDER & CEO, LENDUP

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Total Customer References

[VIEW ALL REFERENCES](#)

#### ABOUT ONFIDO



Onfido is the new identity standard for the internet. Their AI-based technology assesses whether a user's government-issued ID is genuine or fraudulent, and then compares it against their facial biometrics. That's how they give companies like Revolut, Zipcar and Bitstamp the assurance they need to onboard customers remotely and securely. Their mission is to create a more open world, where identity is the key to access.

### Featured Testimonials

“Protecting customers and our business against fraud is of paramount importance to us. Onfido's modern compliance technology enables us to deliver on our promise to our members, and offer more money to more users. Since partnering with Onfido, we've seen a significant increase in the number of people we're able to securely verify and onboard, helping us scale. And for our users, the process is seamless – most sail through without any impact on their experience.”



DON CLARK  
CHAIRMAN, TRAVEL MONEY CLUB

“Onfido is a fantastic partner to work with. Their mobile first facial and document verification is helping us to achieve our core mission of convenient car rental, while improving the safety of our platform. It benefits everyone.”



RAJESH BYRANI  
CHIEF PRODUCT OFFICER, ZOOMCAR

“As a FinTech, meeting compliance requirements without compromising on user experience is a challenge. Onfido helps automate much of our KYC process and was incredibly easy to integrate into our existing tech stack. Onfido's market-leading technology not only makes things smoother for our end-users, but for our internal operational team, too.”



ROMI SAVOVA  
FOUNDER AND CEO, PENSIONBEE

“Onfido allows us to not only verify a member's identity, but also to incorporate a range of checks into our site. Seamless access to global watchlists, the National Sex Offender Public Registry, and criminal records provides us with flexibility that not all identity companies are able to provide.”



DON FULTZ  
HEAD OF TRUST AND SAFETY, COUCHSURFING

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INDIEGOGO

finiata

Bitstamp

couchsurfing

Zoomcar  
Never Stop Living



#### ABOUT TRULIOO



Trulioo offers the most robust and comprehensive global identity verification solution in the market. Through one single portal/API, Trulioo can assist you with all your AML/KYC identity verification requirements by providing secure access to over 4 billion identities worldwide. Trulioo's mission is to create products that solve online identity verification challenges in a way that is accessible to both SME and large enterprise customers.

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## Total Customer References

[VIEW ALL REFERENCES](#)

### Featured Testimonials

“Integration was seamless thanks to the Trulioo support team. Once integrated, we were able to start verifying customers immediately. We have not experienced any delays or downtime with Trulioo and it's worth noting that we have experienced a significant increase in our conversions since we introduced the solution.”



ADAM GOLDMAN  
FOUNDER AND PRESIDENT, BITBUY

“Businesses that want to provide their customers with a safe online experience should use Trulioo's identity authentication product. The biggest thing for us is that people need to feel that they can trust the people they are giving money to, that they are real and that the causes are real. The more we know our users, the more we can keep it safe.”



DARYL HATTON  
CEO, FUNDRAZR

“We created some datasets using Trulioo's GlobalGateway web portal, and started verifying on that platform against other solutions that we had. We also tested integration with Trulioo's web services, before trialing the API. We then participated in Trulioo's Normalized API beta program. Our account opening team compared the portal application against the results that the automated service was giving.”



RAJIB DEYSARKAR  
TECHNICAL MANAGER, IG

“Trulioo has become a crucial service provider, assisting us in verifying our clients more efficiently by leveraging their electronic Know Your Customer (eKYC) service as a gateway to dozens of countries.”



WILLIAM SIRETT  
EXECUTIVE DIRECTOR OF OPERATIONS, INTERACTIVE BROKERS

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Total Customer References

[VIEW ALL REFERENCES](#)

#### ABOUT ACUANT



Acuant provides Identity Verification to instantly reduce fraud and increase revenue while providing a seamless customer experience. Product offerings include data capture and auto-fill, document authentication, and facial recognition software. Intelligent engineering covers regulations such as KYC, AML and PII. Acuant partners with start-ups, Fortune 500 and FTSE 350 organizations in all industries including Government, Financial, Healthcare, Hospitality and Security.

### Featured Testimonials

“From day one, Acuant was very receptive. They took some risks with us early on, and believed in us. They are perfectly aligned with where the market is going. Their new validation services are very smart, and implementing their mobile solutions will be a game changer for the healthcare market. We’re very fortunate to have Acuant as a partner and we look forward to many more years of success.”



BRIAN STONE  
CFO, CLEARWAVE

“Acuant was the perfect partner to accomplish our goal of making schools safe with easy to use technology that any school can afford.”



MARK MOBLEY  
PRESIDENT, HALL PASS

“Improving the consumer experience is an enormous challenge facing car dealers today. Acuant’s Identity Verification is a key component of our ID DRIVE product. Our combined solutions are shaving 60 minutes off average transaction times, while increasing sales and profits and improving the consumer’s car buying experience. This is a big deal. Acuant is a great partner for us.”



PETE MACINNIS  
CEO & FOUNDER, ELENDSOLUTIONS

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#### ABOUT FRAUD.NET



Fraud.net is a leader in AI-powered enterprise risk intelligence. Their award-winning fraud detection platform helps digital businesses to quickly identify transactional anomalies and pinpoint fraud using artificial intelligence, big data and live-streaming visualizations. Over 3 billion customer data records were stolen in 2018 and the number of breached records is expected to reach 5 billion in 2022. As businesses digitize their operations at unprecedented rates, they also create vulnerabilities. As a result, cybercrime is projected to grow 400% between 2017 and 2022 when the associated cost to business globally is expected to reach \$8 Trillion. Contact them today to discuss a strategy best suited for your organization.

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## Total Customer References

[VIEW ALL REFERENCES](#)

### Featured Testimonials

“The traffic and device data that Fraud.net provides is excellent, as well as alerts on bot and suspicious website visitors. Some of the information was hard to decipher at first, but they've added more detailed explanations to help out. Our advertisers require authentication of traffic and fraud.net does a great job of that.”



DIGITAL MARKETING WEBSITE

“We like how manageable and intuitive Fraud.net displays the complex data that their system collects. By itself, the data would be overwhelming, but the well-constructed design of Fraud.net and the help of the reps makes for an easy and enjoyable experience. Knowing the products services is crucial, so make sure to ask the very helpful reps all your questions! Before speaking with a rep we were having trouble understanding what data was actually relevant to our company and needs. It's benefited us tremendously so we recommend setting up a demo. Nothing to lose and lots to gain! Our company is most concerned with monitoring the quality of the traffic on our e-commerce website. Fraud.net allows us to legitimize our visitors and orders with ease.”



ONLINE MARKET

“We had only been using a handful of datapoints to flag suspicious transactions, so the ease with which we could gain access to hundreds of additional datapoints has been the best feature for us. The rules engine and dashboard is clean and concise, helping us make much better decisions and much faster than in the past. Took a little time to understand some of the data for it to be meaningful for us, and for us to write rules with it. Highly recommend trying it out. It's been a no-brainer for our business. Fraud.net allowed us to add a multitude of checks and rules to help us catch more fraud and confidently approve more questionable orders. Quick ROI.”



DIGITAL VENDOR

“Fraud.net's solutions and teams far surpassed our expectations, delivering tangible value within 90 days. We gained \$100mm in new sales, reduced fraud by 30%, and enabled our team to operate more effectively and efficiently. Their platform is indispensable. And their 3rd party data integration simplified reviews, leading to valuable savings in time and money. Their expertise is unmatched.”



ONLINE TRAVEL AGENCY

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Top  
European  
Digital  
Payment  
Provider

Top 10  
Online  
Clothing  
Retailer

Online  
Advertising  
Network

Digital  
Marketing  
Agency



#### ABOUT MATI



Mati's mission is to help visionary companies achieve their goals and scale their services across borders, by providing the first all-in-one user verification platform. Mati built a one-stop-shop identity suite to solve trust issues in FinTech, mobility, and marketplaces. They are now convinced that global borderless marketplaces and financial inclusion are impossible without reliable identity infrastructure.

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Total Customer References

[VIEW ALL REFERENCES](#)

### Featured Testimonials

“Mati helped us reduce the duration of the process drastically; before, it took around 2 hours to manually verify someone.”



MIGUEL Á. RODRIGUEZ  
CHIEF TECHNOLOGY OFFICER, BIEN PARA BIEN

“What we like about Mati is that it gives us a general idea of a person in a pretty condensed way in one glance.”



CRISTOBAL GALGUERA  
HEAD OF PRODUCT, PRONTO

“After only a few weeks [of] using Mati, we literally cut our chargebacks by 62%, and it keeps improving week after week. We used to have traditional fraud prevention software, but the results are nowhere close to what Mati achieves. Fraudsters have been pushed out of our platform, and real users feel safer!”



NICK GARCIA  
DIRECTOR OF GUEST SERVICES, STAY ALFRED

“We liked Mati because the product was quite easy to integrate. We just have a verification button [anywhere in the user flow] and then we collect the data from the webhooks.”



CHRISTOPHER DANWOSKI  
HEAD OF BUSINESS DEVELOPMENT, MATCH TRADE TECHNOLOGIES

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#### ABOUT MITEK SYSTEMS

# Mitek

Mitek (NASDAQ: MITK) is a global leader in mobile capture and identity verification software solutions. Mitek's ID document verification allows an enterprise to verify a user's identity during a mobile transaction, enabling financial institutions, payments companies and other businesses operating in highly regulated markets to transact business safely while increasing revenue from the mobile channel. Mitek also reduces the friction in the mobile users experience with advanced data prefill. These innovative mobile solutions are embedded into the apps of more than 5,400 organizations and used by tens of millions of consumers daily for new account openings, insurance quoting, mobile check deposit and more.

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## Total Customer References

[VIEW ALL REFERENCES](#)

### Featured Testimonials

“Customers are amazed at how fast and easy it is to complete a deposit with a camera-enabled smartphone. Once you see it, it sells itself. We were pleasantly surprised by how quickly we were able to deploy the solution and we are pleased with the adoption rates we've achieved to date. We expect the adoption rate to accelerate in the coming months.”



MIKE KROFT  
VICE PRESIDENT AND EBANKING SERVICES MANAGER, MERCANTILE BANK OF MICHIGAN

“In 2018, we logged 450,000 carshare days. In 2020, we reached 500,000 days. Before Mobile Verify, we typically had to ask 34% of users for more or missing information. We have reduced that by more than 50%.”



MEGAN BEHRENS  
VP OF OPERATIONS, HYRECAR

“Having a fully compliant sign-up process makes our platform safer as it helps protect both our users and our business from potentially fraudulent transactions.”



ROEL BOERS  
CEO & CO-FOUNDER, NOCKS

“At times we must ask our customers for their documentation, and so having an automated technology capable of recognizing this documentation allows us to carry out the identity verification process automatically.”



FERNANDO CABELLO-ASTOLFI  
CEO & CO-FOUNDER, APLAZAME

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#### ABOUT SOCURE



Socure provides a real-time predictive analytics platform that combines the newest forms of machine learning and artificial intelligence with digital, offline and social identity data to deliver the most accurate and robust KYC, identity verification and fraud risk prediction solution in the market. Socure deploys its advanced identity verification robot across email, phone, online/social, address, IP, physical documents and traditional offline proprietary predictors to help clients better assess identity risk and substantially increase acceptance, reduce fraud losses, and optimize manual review/step up authentication for transactions and applications in the digital world.

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## Total Customer References

[VIEW ALL REFERENCES](#)

### Featured Testimonials

“The number of fraudulent loan applications getting through was cut by over 50%. Fraud reduction was achieved without any impact or friction to the end user - unless they were a fraudster.”



CHIEF RISK OFFICER  
LEADING ONLINE LENDER COMPANY

“I was intrigued by Socure’s approach. It made complete sense to look beyond traditional credit bureau data to validate the millennial population.”



VICE PRESIDENT OF BROKERAGE  
MICRO INVESTMENT ADVISOR

“Socure provides many additional data points that helps my team better understand who is using our services, which in turn allows us to make important business decisions.”



VICE PRESIDENT OF RISK  
INTERNATIONAL MONEY TRANSFER COMPANY

“We wanted to use Socure to add nuance to the way we viewed customers so we could onboard good customers more quickly and respond more precisely to others.”



GIL AKOS  
CEO/CO-FOUNDER, ASTRA

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DIGITAL LENDING COMPANY

INTERNATIONAL MONEY TRANSFER COMPANY









#### ABOUT SHUFTI PRO



Shufti Pro is an AI-powered SaaS product that offers Identity Verification services with the help of KYC & AML Screening solutions. Considered a top player in the industry, Shufti Pro can verify identity documents in 150 languages within 15-60 seconds. Its services include KYC, AML and KYC screening, video KYC, face verification, consent verification, and touchless airport security kiosk. Shufti Pro provides seamless and fast API integration through automated code generator. It provides flexible pricing models (pay-as-you-go & monthly commitment) and a 15 day free trial.

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## Total Customer References

[VIEW ALL REFERENCES](#)

### Featured Testimonials

“nOS aims to provide simplicity in terms of development and interaction for decentralized applications and games. What we noticed with Shufti Pro is that they clearly employ the same philosophy of keeping things simple, for both developers and users alike. Shufti Pro's APIs are easy to use, the platform support is great, and the back-end office is clear and visually pleasing.”



CHIEF EXECUTIVE OFFICER  
NOS

“We are using Shufti Pro to fulfill our KYC requirements, including but not limited to age, identity, and document verification. The UK Gambling Commission is quite strict with regard to its KYC regulations and we have even seen new requirements being put into place this year. Thankfully, we were able to verify our users and their backgrounds instantaneously with Shufti Pro's integration, creating a seamless user experience on our end, while allowing us to comply with all regulatory requirements.”



CO-FOUNDER AND CHIEF EXECUTIVE OFFICER  
PROPHET

“Thanks to its flexible modular structure, Shufti Pro's features are at the core of our state-of-the-art, proprietary, single-access merchant boarding system. It allows Paydoo to maintain full regulatory compliance by seamlessly identifying and screening our merchants, ensuring seamless and rapid onboarding.”



FOUNDER  
PAYDOO

“Shufti Pro offers great identity verification services to meet the needs of BitTiger, for course enrolment. In order to protect the copyright of BitTiger's educational content, we require students to verify their ID to register. Shufti Pro provided customised portals for different courses, which made it convenient for BitTiger to operate with the high volume of customers. The built-in video identification feature is intuitive for customers, to follow the process and verify successfully. We have found the team at Shufti to be very responsive in helping with any questions or concerns.”



BITTIGER

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#### ABOUT VIX VERIFY



VIX Verify provides customers worldwide with the most trusted, convenient, and compliant combination of consumer onboarding and identity verification solutions. The SaaS solution is an end-to-end identity service integrating comprehensive global data coverage, sanctions and pep lists, document and biometric verification delivered via a flexible multi-channel platform.

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## Total Customer References

[VIEW ALL REFERENCES](#)

### Featured Testimonials

“The implementation of greenID™ has had a very positive impact on the growth of Pin Payments' business volumes. We have observed a 20% uplift in the number of customers who complete the onboarding process. We attribute this increase to the reduction in the 'work' our customers have to do in order to complete ID verification.”



CHRIS DAHL  
DIRECTOR, SALES & GROWTH, PIN PAYMENTS

“VIX Verify's greenID™ online verification solution has become an integral part of our application process. The enhanced efficiencies have greatly improved staff productivity and customer satisfaction.”



TIM SINCLAIR  
ONLINE OPERATIONS MANAGER, UBANK

“VIX Verify's greenID platform offered the best solution that aligned with our priorities of achieving growth in customer accounts and reinforcing a culture of compliance at BTC Markets. KYC is very important to get right during the onboarding process and greenID provides a superior user experience by eliminating the complexities usually associated with KYC compliance.”



JARROD CRANE  
FOUNDER & CHIEF EXECUTIVE OFFICER, BTC MARKETS

“With the greenID™ electronic verification platform, you can verify identities against reliable, trustworthy, government and independent data sources in real-time. VIX Verify makes this possible by securely capturing relevant customer details through a range of online forms, document upload and manual data entry. The customer's details are thoroughly checked against government and non-government databases to ensure personal data is valid and not known for fraudulent behaviour. At Lodex, we respect the time of our members/users as well as financial services providers providing high-quality services. Security, accuracy and customer experience are key to the Lodex experience.”



BILL KALPOUZANIS  
CO-FOUNDER & CO-CHIEF EXECUTIVE OFFICER, LODEX

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#### ABOUT VERIFF



Veriff helps banks, marketplaces, and other online businesses start trusting relationships with customers. Veriff is global, works on every device, and fits your onboarding flow without hurting conversion rates. Think of them as your instant global anti-fraud spray.



## Total Customer References

[VIEW ALL REFERENCES](#)

### Featured Testimonials

“We needed a partner that would move fast on multiple fronts. Verification needs to be quick. Fixes need to be quick. And our partner needs to really care. Veriff delivers on all.”



MARCIS GOGIS  
HEAD OF PRODUCT, MINTOS

“For us in Trafti, identity security and personal data protection are of the utmost importance. Hence, we looked for a trustworthy ID verification provider. Veriff got our attention due to their agile approach, honest openness to feedback, and their great technological solution for identity verification.”



JUSTAS PETRONIS  
PRODUCT MANAGER, TRAFI

“The human eye makes mistakes, and Veriff provides us with confidence. Trust is key in the financial sector.”



KRISTJAN TOOP  
DIGITAL MARKETING MANAGER, ESTATEGURU

“The main argument for us was Veriff's experience with banks and governmental institutions. They have to deliver a high security standard.”



BOJAN JUKIC  
CO-FOUNDER AND CHIEF TECHNICAL OFFICER, GOURBAN

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