

# Biometric SIM Verification in Pakistan

Ensuring regulatory compliance and customer satisfaction for biometric SIM card verification



## QUICK FACTS

### Challenges:

- Tight timeline
- The BVS devices needed to be secure enough to protect customer information.
- The BVS devices needed to have strong mobility to operate in rural Pakistan.

### Solution:

- Aratek BM5500 mobile biometric terminal

### Benefits:

- Efficiency and Accuracy
- Regulatory compliance
- Operate SIM verification smoothly even in rural areas

## Overview:

In 2015, Aratek was tasked to implement a biometric verification system (BVS) for SIM card issuance in Pakistan. The project, which was carried out for ZONG, a Pakistan-based subsidiary of China Mobile and one of the biggest telecommunications companies in Pakistan, gave the carrier a faster, more streamlined and more reliable system of implementing the KYC process before issuing a SIM card, even as it safeguards the security of customer information.

## Challenges:

As a measure to combat terrorism and crime, the Pakistan government introduced Biometric Verification System (BVS) for mandatory SIM card registration in 2013. The policy requires everyone to provide their fingerprints for matching against the Computerized National Identity Card (CNIC) database via National Database & Registration Authority (NADRA) before any SIM-related transactions can be conducted. This includes purchase, duplication, re-verification or change ownership of a SIM/WLL connection.

The project had to address a number of technical, logistical, and infrastructural challenges, the most pressing of which was the need to deploy a large number of BVS machines within a tight timeline. In addition, there was also the shortage of electricity in rural Pakistan which threatened to render less-capable BVS machines inoperable.

This prompted Pakistan Telecommunications Authority (PTA) and ZONG to specify that the supplier not only be able to deliver the highest quality BVS devices that are rugged and portable enough to work in the most demanding conditions, but to be able to deploy the machines quickly. Equally important, the BVS devices needed to be secure enough to protect customer data.

**Solution:**

A thorough evaluation of the project requirements led Aratek to determine that its BM5500 mobile biometric terminal is the BVS best-suited to provide the backbone for the biometric-based SIMs issuance project. In record time, the BM5500 mobile biometric terminal were successfully deployed throughout all ZONG’s customer service centers and franchisees.

With its comprehensive Android SDK and superior fingerprint recognition capability that reads all sorts of prints regardless of whether the finger is wet, dry or rough, the BM5500 mobile biometric terminal is proving to be ideal for the job. It seamlessly integrates with ZONG’s system, working flawlessly in validating customer’s identities and fingerprints against NADRA’s biometric database, all the while keeping confidential consumer data secure.

The BM500 is also equipped with a large 4000mah battery, a tough carrying case and wireless communication capabilities that give the ultimate in mobility and making possible extended runtimes needed to conduct SIM verification even in the remotest parts of Pakistan.



**Key Benefits:**

Aretek technology is enabling ZONG to easily and accurately verify the SIM card users with their fingerprints, providing the company with a frictionless way to fully comply with regulations and act as a crucial link in the war against crime and terror.

 **Efficiency and Accuracy**

The Aratek BM5500 conveniently verifies customers’ identity using their CNICs and fingerprints, a process that takes only 15 seconds to complete. Aside from the impressive speed, the matches are 99.99% accurate.

 **Regulatory compliance**

With certifications from all major international standards, the Aratek BM5500 fosters compliance with government regulations such as the Telecom Consumers Protection Regulations, ensuring all customer data are accurately gathered, regularly updated and maintained, and kept highly secure.

 **Smooth SIM verification anywhere even in remote areas**

The Aratek BM5500 mobile biometric terminal affords ZONG the flexibility and mobility to operate the devices even in rural areas plagued with frequent power outages.

