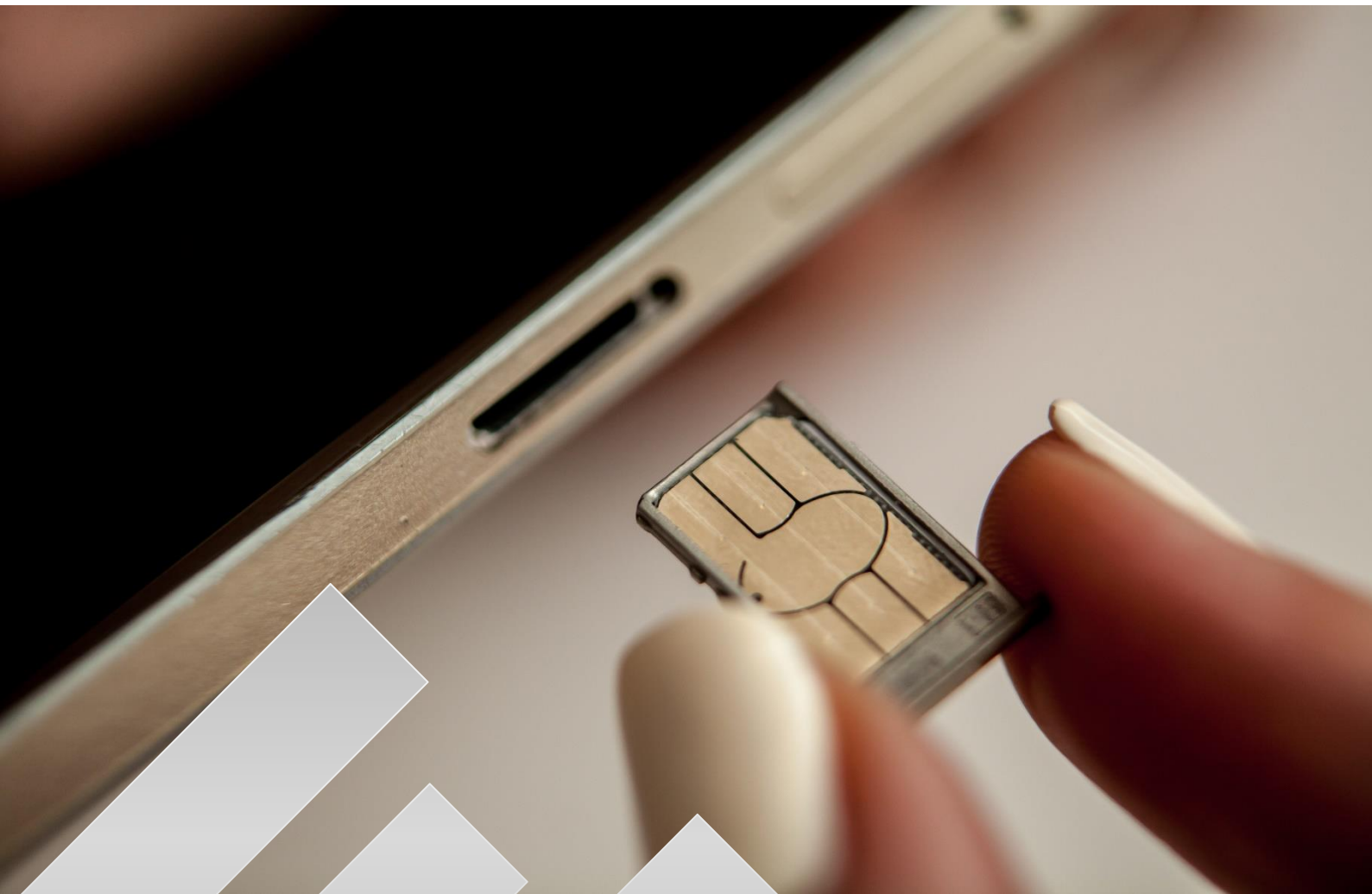




Secure SIM Swap

Intelligently securing and de-risking the SIM Swap process



DATASHEET

Solution Details

In the current COVID climate, operators need to continuously evaluate their landscape and ecosystem, making improvements in the following business areas:

- Minimizing physical interaction with their subscribers (also known as the 'zero-touch' approach)
- Increasing business process efficiency and reducing costs
- Finding new ways to up-sell and cross-sell products and services
- Increasing subscriber loyalty

Some operators also find out that their existing SIM replacement process is characterized by the following pain points and limitations:

- Financial and reputational damage caused by unlawful SIM swap activities (fraud)
- Additional costs due to handling replacement SIMs using legacy methods and infrastructure
- Process inefficiencies due to various manual activities unable to assure zero-touch approach for subscribers
- Limited up-sell and cross-sell opportunities to generate additional revenue and increase subscriber's 'stickiness'

With Evolving Systems' experience and unique position in the network during first SIM attach, we can support wide range of use cases, such as:

- **Upgrading from 2G/3G to most modern technologies such as 4G, 5G and future 6G** - this has particular importance given the current trend of 2G/3G switch-off in various countries
- **Network change** - due to network consolidation or service providers having a new host network which requires an IMSI change
- **SIM form factor change** - moving from 2FF to 3FF or 4FF
- **eSIM migration** - replacing a traditional physical SIM with an eSIM
- **Lost / stolen device or lost / damaged SIM**



Evolving Systems' Secure SIM Swap solution is built upon a **Risk Assessment Engine** that can de-risk a potential fraud occurrence by real-time monitoring of a subscribers' security score. This clever AI engine takes into consideration the actual SIM swap scenario and associated security scores within the decision making process, whilst verifying the SIM swap requestor is real.

- ✓ Automating the process via 2-Phase Authentication (2FA)
- ✓ Maintaining subscriber security score in real-time and applying it to the decision-making process during subscriber validation / verification
- ✓ Enhancing KYC with ID, face, and address verification
- ✓ Applying additional security measures, such as confirmation of the last dialed number, last 4 digits of the payment card, etc.

Our Secure SIM Swap solution helps optimize the process and reduce costs by supporting blank/vanilla SIMs for replacement purposes. SIMs are not pre-provisioned on the network nor pre-associated with a telephone number at manufacture and pre-sales stages, therefore saving huge costs. By allowing a configurable dialogue with a subscriber at the time of the SIM Swap process, the solution can also support an unassisted self-service way of completing the process and offers opportunities for the operator to upsell and cross-sell.

About Evolving Systems

Evolving Systems, Inc. (NASDAQ: EVOL) empowers Communications Service Providers (CSPs) to succeed in fast-changing, disruptive telecoms environments. This is achieved through a combination of People, Processes, and Platforms and empowers CSPs to activate, engage, and retain their customers. Evolving Systems' real-time digital engagement solutions and services are used by more than 90 service providers in over 60 countries worldwide. The Company's portfolio includes CSP market-leading solutions and services for network provisioning and resource management, enhancing the digital sales and distribution channels, service activation, real-time analytics, customer value management and loyalty. Founded in 1985, the Company has its headquarters in Englewood, Colorado, with offices in Asia, Europe, Africa, South and North America. For more information, please visit www.evolving.com or follow us on Twitter at <http://twitter.com/EvolvingSystems>.

Key Benefits

- A complete and secure low-cost SIM swap solution from single vendor with over 30 years of expertise within the SIM lifecycle management ecosystem.
- Intelligent Risk Assessment Engine for various use case scenarios to provide a highly efficient, cost-effective, and de-risked SIM Swap process.
- Multiple options for enhanced verification to ensure a secure SIM swap process takes place.
- Support for a variety of self-service capabilities as well as ability to utilize operator and partner channels.
- Minimize manual activities at the call center through automation.
- "Zero-touch" approach for consumers and up-sell / cross-sell opportunities for operators.