

Hong Kong Virtual Bank Leverages ForgeRock to Provide Outstanding and Secure Customer Experience

Challenge

A new virtual bank in Hong Kong needed a way to achieve seamless, secure and compliant onboarding and customer lifecycle management over a mobile device. The onboarding, authentication and transaction authorization experience had to offer superb usability and convenience to help the bank maintain contact with customers over the lifetime of their account. This goal was particularly important as the bank does not have any physical branches.

Solution

Intelligent identity orchestration platform with dev-ops-based capabilities was required to deliver a seamless yet secure experience and help the bank differentiate its offering. The bank selected ForgeRock to provide the identity orchestration platform that meets immediate CIAM requirements for quick time to market and future proofs banks consumer identity and access management needs.

Benefits

- » Customer reaction was excellent: The app was successfully launched in the local language of the bank's customer base and expanded to a second territory.



Virtual bank backed by Fortune 500 financial institution relies on ForgeRock to seamlessly and securely onboard and engage with growing customer base.