



Austrian Post Digital Services Benefit from Jumio



Jumio's seamless identity verification makes online usage easier than ever

Austrian Post (Österreichische Post AG) is an internationally active postal, logistics and service group central to Austria's economy. The company stands for the very highest quality and offers a comprehensive product and service portfolio to optimally support customer needs. Austrian Post bundles its operations into three divisions: Letters & Direct Mail, Parcel & Logistics and Branch & Bank. Internationally, Austrian Post operates with subsidiaries in a total of 13 countries.

The Challenge

Austrian Post aims to make online services as accessible as possible. Through its website and Post App, customers and businesses can quickly and easily reroute packages, move delivery windows and request other postal services.

KYC and fraud prevention have always been important to Austrian Post. Previously, onboarding was handled in two ways. New customers either visited a branch to present their identity documents in person, or completed a more time-consuming video identification process. Due to higher abandonment rates, a faster and more efficient KYC solution was sought.

After thoroughly reviewing solution providers, Austrian Post chose Jumio.



“Jumio won the tender for its customer-oriented user journey, global ID coverage and an attractive overall offering. Jumio offered an easy integration and state-of-the-art architecture.”

David Weber

Product Manager of Digital Identity at
Austrian Post



The Implementation

Austrian Post chose to implement Jumio Identity Verification solutions in its onboarding workflow via the Jumio API and seamlessly integrated it into the existing onboarding user journey. Jumio provided the essential building blocks needed for a fast and successful implementation, including:

- Native-speaking solutions engineer and sales representation
- Live product demo during pre-sales call
- Out-of-the-box support including comprehensive API documentation and extensive kick-off calls with technical teams
- Integration support including a dedicated Slack channel for direct communication between stakeholders
- 24/7 go-live support



The Results

Jumio's identity verification checks are now directly integrated into Austrian Post's customer onboarding journey.

The benefits of this approach can be seen in the numbers:

Conversions increased by 400% due to the higher speed

(3 minutes instead of 15 minutes) and easier user journey with Jumio compared to the more manual solution



Costs per transaction were significantly reduced



High acceptance of the online onboarding process