VirtualSoft Elevates Gaming Security and Efficiency Across Latin America with Jumio

VIRTUALSOFT

Jumio Identity Verification improves the gamer experience with fast, accurate onboarding, reduces fraud, and drives greater customer loyalty.

VirtualSoft is a Colombia-based online gaming technology company. It provides a complete ecosystem that enables online gaming providers to efficiently and securely manage every aspect of their business. VirtualSoft operates in 15 countries across South and Central America, and partners with 23 gaming operators, including regional leaders such as Doradobet and Ecuabet.

VirtualSoft provides a unique 360° service model for its customers, combining a robust technology platform with customer service, risk management, commercial support, and operational consulting. This end-to-end approach allows operators to enter new markets or scale existing operations with confidence.

Trust is equally as critical as entertainment in the online gaming industry. Regulatory compliance and identity verification are essential to protect players, prevent fraud, and ensure responsible operations. VirtualSoft's verification process used to be manual, slow, and highly resource-intensive. It required operators to validate player data via public registries, before updating records individually. This approach was inefficient, error-prone, and difficult to scale, which often led to player frustration during a critical time in their experience with the gaming operator.

VirtualSoft sought a modern, fully-automate d KYC and AML compliance solution. It jueeded to support the requirements of improving the player experience, reducing operational overhead, and adapting to different regulatory requirements across multiple countries, without compromising players' and operators' security.

> "We moved from a 100% manual process to a 97% automated solution, where operators only intervene in exceptional cases."
>
> Samantha Cano Gómez, Innovation and Development Leader, VirtualSoft

How Jumio Helps

Jumio's identity verification technology has transformed VirtualSoft's onboarding and compliance processes from an entirely manual workflow to a 97% automated system. In addition to reducing risk, implementing Jumio has dramatically improved the speed, accuracy, and scalability of the player onboarding process. Players can now verify their identity in seconds, without the need for human intervention. This both eliminates friction and enhances security.

With Jumio, VirtualSoft's customers can choose when to apply KYC checks (during registration, before deposits, or at withdrawal) depending on local laws and internal policies. This flexibility allows each operator to optimize the user journey, while meeting compliance standards.

"The shift to automation has dramatically improved VirtualSoft's ability to combat two of the biggest issues in the gaming industry: identify theft and duplicate accounts. This has also enabled us to reduce the number of unjustified chargebacks, as Jumio's reliable data enables VirtualSoft to resolve payment disputes with financial institutions more effectively," said Samantha Cano Gómez, innovation and development leader at VirtualSoft.

The benefits that Jumio has brought to VirtualSoft are clear:

- ✅ **Reduced risk for operators**

- ✅ **Increased credibility and trust for both operators and players**

- ✅ **Reduced unnecessary operational processes**

- ✅ **Expanded portfolio of services offered to operators**

- ✅ **Deeper strategic value for VirtualSoft for operators**

By integrating Jumio into its platform, VirtualSoft has strengthened its own value proposition: offering operators a seamless, secure, and compliant verification process that builds trust with players and regulators alike.

> "
>
> "Jumio's technology lets us prevent fraud, avoid duplicate accounts, and comply with international regulations, all through a simple, integrated process."
>
> Samantha Cano Gómez, Innovation and Development Leader, VirtualSoft

jumio.