

swisscasinos.ch Streamlines Player Onboarding with Jumio

SWISSCASINOS.CH

Jumio's identity verification solutions automate document processing, accelerate onboarding, and support 24/7 UX excellence

Swiss Casinos is the leading casino group in Switzerland and is wholly Swiss-owned. Swiss Casinos is based exclusively in Switzerland. The group's operations include land-based casinos in Pfäffikon, St. Gallen, Winterthur and Zurich, the online casino swisscasinos.ch and the GEORGE Bar & Grill in Zurich.

In a highly regulated and competitive gaming landscape, Swiss Casinos sets itself apart not only through its variety of games, but through its commitment to exceptional customer experience.

"Our strategy from the beginning was to differentiate from competitors through 24/7/365 customer support," explains Raphael Grossenbacher, head of customer support at Swiss Casinos. "We aim to deliver the highest standards of support so that players don't just enjoy our games — they feel taken care of, any time of day."



"Jumio's automated onboarding process gives us the speed and reliability we need to operate smoothly, even during peak traffic. It integrates perfectly with Playtech, ensuring that player verification never becomes a bottleneck."

Raphael Grossenbacher,
Head of Customer Support
at Swiss Casinos

How Jumio Helps

Jumio has been Swiss Casinos' eKYC provider since Day 1. Jumio's close collaboration with the casino's platform provider Playtech, combined with its deep expertise in the Swiss gaming market and its product fit with the casino's needs, made it the clear choice as its technology partner for seamless player onboarding.

Jumio enables the casino to instantly process and extract data from player ID documents, reducing manual input and minimizing delays. This ensures a seamless and secure identity verification process that aligns with strict Swiss compliance standards. Jumio's AI-driven technology verifies ID documents in real time, helping players start gaming quickly and safely, while minimizing the need for customer support intervention.

Ever since Swiss Casinos began its online operations with Jumio as its IDV technology partner in 2020, the process has been smooth and stable, providing peace of mind for the casino's team. Jumio's always-on support complements the casino's 24/7 customer service model, ensuring both sides of the player experience – security and service – operate at the highest level.



“Jumio helps us maintain the trust and efficiency that define our brand. It's a partnership that allows us to focus on what matters most – providing a secure and enjoyable experience for every player.”

Raphael Grossenbacher, Head of Customer Support at Swiss Casinos

The Benefits for Swiss Casinos

Since adopting Jumio at the outset of its online operations, Swiss Casinos has achieved:

- ✔ A smooth implementation process, paired with 24/7 support from Jumio's team
- ✔ Fully automated player onboarding
- ✔ Reliable, rapid and stable identity verification processes
- ✔ Smooth player operations with minimal downtime
- ✔ Low rates of fraud
- ✔ High customer satisfaction through faster access to the platform

Looking Ahead

Jumio remains a key enabler of Swiss Casinos' seamless, 24/7 player experience. The integration of automated ID and document checks supports the casino's commitment to customer care, operational efficiency, and compliance with strict Swiss gaming regulations.

As the Swiss online gaming market continues to evolve, Swiss Casinos' collaboration with Jumio underscores how automation, compliance, and customer care can come together to deliver a world-class digital experience.



“We've experienced a very reliable service from Jumio and an excellent relationship with their team. Its technology supports our operational goals and our customer-first strategy.”

Raphael Grossenbacher,
Head of Customer Support
at Swiss Casinos