

Airalo Expands Global eSIM Connectivity and Regulatory Compliance with Jumio



Airalo uses Jumio to verify customer identities online, enabling compliance and unlocking access to regulated markets.

Airalo is the world's leading eSIM platform, allowing travelers to access mobile data in more than 200 destinations without the need for a physical SIM card. The company's mission is to inspire confident travel by making global connectivity simple, affordable and reliable.

Airalo enables travelers to purchase an eSIM through its digital platform and install it before traveling, and connect instantly upon arrival at their destination. This allows travelers to avoid expensive roaming charges and stay connected anywhere in the world. Founded in 2019, Airalo has grown rapidly since launch and now serves more than 30 million users worldwide.

As Airalo expanded its global footprint, it encountered regulatory barriers in countries where telecommunications providers must verify customer identities before activating mobile services. Without the right digital identity verification solution, these markets remained inaccessible.

Airalo needed a trusted partner capable of delivering secure eKYC verification to help meet these requirements, maintain its seamless digital experience, and drive continued growth. The company also required a solution that could scale globally while supporting regulatory standards across multiple jurisdictions.



“Integrating Jumio allowed us to expand into markets that require identity verification while maintaining a seamless digital experience for our users. It has helped us grow our global presence and meet regulatory requirements across multiple jurisdictions.”

Tanmay Vaidya,
Senior Technical Product
Manager at Airalo

After conducting extensive research and evaluating several providers, Airalo selected Jumio as an identity verification partner. The decision was based on Jumio's strong reputation, proven technology and widespread adoption by leading global companies. Implementation was straightforward, with clear documentation supporting a smooth integration into Airalo's platform.

"We needed a trusted and proven identity verification partner that could support our global operations and regulatory requirements," said Tanmay Vaidya, senior technical product manager at Airalo. "Jumio gave us confidence because of its strong reputation, compliance capabilities and adoption by other leading companies."



"Our goal is to make global connectivity simple and accessible for travelers everywhere. Jumio enables customers to verify their identity quickly and securely online, supporting a smooth onboarding experience as our platform continues to scale."

Tanmay Vaidya,
Senior Technical Product Manager
at Airalo

How Jumio Helps

Airalo has been using Jumio for ID and selfie verification since 2019. Integrating Jumio's eKYC capabilities into Airalo's onboarding process enables customers to safely and conveniently verify their identities online. The digital workflow allows users to submit identity documents and complete verification remotely, supporting regulatory compliance while maintaining a seamless customer experience.

Since implementing Jumio, Airalo has been able to expand into markets where identity verification is required, enabling the company to grow its global footprint while maintaining compliance with local regulations.



Access to regulated markets

Jumio enables Airalo to operate in countries that require identity verification for telecommunications services.



Greater customer reach

Airalo customers can now benefit from its service in a wider range of countries, enhancing customer satisfaction.



Fully digital KYC

Airalo customers can complete identity verification securely online without manual processes.



Global regulatory compliance

Jumio supports compliance with identity verification requirements across multiple jurisdictions.



Scalable operations

Automated verification enables Airalo to support millions of users worldwide without increasing operational complexity.

Airalo continues to expand its global connectivity capabilities while maintaining a secure and compliant customer onboarding experience. By partnering with Jumio, the company has established a scalable identity verification framework that supports its mission of connecting travelers anywhere in the world.