

Disruptive self service issuance technologies are quickly becoming consumer choice as Government and Financial institutions pick the SwiftKiosk



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KIS Global has found that members of Generations X and Z are quickly adapting to disruptive self service issuance technologies, and the SwiftKiosk solution from KIS Global is one such technology that's gaining traction, especially in the government to citizen ID and financial instant issuance markets.

With its ability to issue secure ID and FII cards quickly and easily, the SwiftKiosk is ideal for organisations looking to streamline their issuance processes.

What are self service issuance technologies?

Self service issuance (SSI) technologies are solutions that allow citizens to perform certain activities, such as issuing new credit cards or renewing a driving licence, without the need for a human intermediary.

With the size of the SSI market approaching \$72.51 billion by 2030, according to comprehensive research carried out by Market Research Future (MRFR), there's never been a better time to take advantage of the benefits that come with the new technologies.

This process is already common in many industries; particularly those where customer demand is high and time is of the essence, such as in retail, travel, and hospitality.

Within retail stores, department stores use in-store kiosks to generate and print loyalty cards, airlines allow passengers to check in and print their own boarding passes and hotels allow guests to generate their own room key cards.

When done correctly, self-service issuance can provide a more efficient and convenient experience for customers while also reducing costs for businesses.



When considering the Government and financial sectors, there are many applications of SSI; after all, ATMs and cash machines have become commonplace, and are pinnacle in quick and easy banking. Major banks are also investing heavily in self service machines, empowering customers and cutting overheads with ATMs and ITMs. However, uptake has been slower for card issuance, with organisations instead choosing to rely on in-branch and postal solutions - all of which put the onus on the customer to travel, or wait.



However, according to a report released by Fintech Futures in 2021, 26% of banking customers say they want to avoid face-to-face banking entirely going forwards - suggesting that demand is growing for a seamless, out of branch, localised solution.

The lessened rollout could be primarily due to the nature of security required to allow SSI to be successful - but with exciting new technologies being rolled out, including the revolutionary SwiftKiosk by KIS Global, long queues in the bank or waiting by the letterbox for a new driving licence could soon be a thing of the past.

The benefits of using self service issuance technologies

SSI solutions are increasingly coveted by consumers, and often customer satisfaction depends on speed and convenience of service. According to a Vanilla Forums research paper, 77% of respondents said that they view organisations more positively if they offer self-service options for customers looking for support.

There are a range of advantages that businesses implementing self service issuance technologies are experiencing; perhaps the most obvious benefit is that the technology allows customers to obtain their documents and cards quickly and easily, eliminating the need for a visit to a government office or other administrative location.



Additionally, it can save organisations and government agencies time and money by allowing them to process applications and issue documents more efficiently - tending to be more cost-effective too, since the process doesn't require the involvement of human employees. Consumers are agreeable to this reduction in human interaction too; 84% say that they try to solve support issues on their own before they contact customer support (Vanilla Forums). SSI can help to improve customer service by providing a more convenient and faster way for customers to obtain the documents they need.

It's also important not to overlook the possibilities for smaller institutions (such as single branch banks), where SSI technologies could revolutionise their way of working.

Whether they're planning to automate card issuance and reduce manpower, currently have difficulty delivering cards to cardholders or would like to create remote pickup points to facilitate card pickup, these new solutions could have a huge impact on profitability, customer acquisition and efficiency.

How could the SwiftKiosk solution work for you?

When it comes to Financial Institutes and Governments looking to deliver their card solution to the mass market & country wide, making this accessible, user friendly and remotely monitored are some of the pain points they are looking to address for their customers and citizens.

The SwiftKiosk can be installed at almost any location, whether at public libraries or shopping centres, leading to unrivalled ease of access for those requiring ID or bank cards.

A combination of world-leading technologies provides you with the exact components needed to capture data and issue cards using the latest world leading Retransfer Printer

Security is assured with advanced features such as CCTV cameras and a range of biometric options, including facial recognition, fingerprint, ID card and passport, as well as a Signature Pen, Encryption PIN Pad with DES / 3DES / MAC Support - all backed by a powerful built-in PC.

Additionally, quality printing is guaranteed with over the edge colour and mono, 600dpi outstanding quality print, and a stunning range of innovations, including in-line magnetic card stripe and contact/contactless encoding.

Self service issuance technologies such as the SwiftKiosk are shaking up the consumer market, and for good reason. These technologies offer numerous benefits, and whether issuing identity documents or financial cards, the appeal to customers can't be understated.

KIS Global is proud to offer the SwiftKiosk, one of the most secure, advanced and user-friendly disruptors in the industry. If you're looking for a way to improve your customer experience and drive sales, get in touch with us today to learn more about how this technology can benefit your business.

Press:

KIS Global GmbH is part of a multibillion-dollar organisation with over \$7bn turnover and 7,000 employees globally. KIS Global's vision and mission statement is to revolutionise its industry by introducing its SMART™ business methodology. With more than 100 years' combined experience, it believes that it is the driving force of the industry.

KIS Global provides leading business identity management solutions supported by quality Japanese engineering, many years of industry experience and a knowledgeable team of industry experts.



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