



Setting new standards with the optimised TWINT white-label app



Background

VZ Depotbank has pioneered the full implementation of the latest TWINT white-label app, setting new innovation and security standards for the banking sector.

The identification of a potential security vulnerability led to the addition of new features, which optimise the app solution developed and supplied by Swisscom. VZ Depotbank is the first bank to use this improved version and has thus established itself as a trailblazer in the financial industry's digital transformation.

The collaboration has led to the creation of a robust, future-ready platform developed by Swisscom and successfully implemented by VZ Depotbank, which offers consumers a secure and convenient user experience and meets current market requirements perfectly.

Challenge

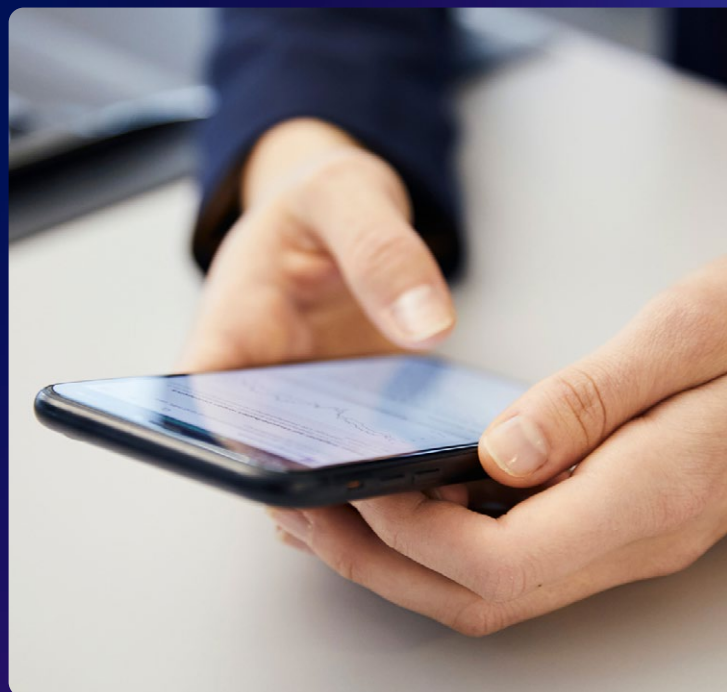
The project presented Swisscom and VZ Depotbank with complex problems. The development and integration of the latest TWINT white-label version required close collaboration with several third-party providers, including the core banking system Finnova. At the same time, the highest security standards and a seamless user experience had to be guaranteed during operation. Despite the technical complexity, it was possible to guarantee both the highest security standards and an optimal user experience during operation. The timing and technical challenges were dealt with effectively, with quality and budgetary targets being met in full.

Solution

The new security features for the Finnova banking platform, including two-factor authentication, were implemented within a short timescale. The project, under the overall project management of VZ Depotbank, was completed ahead of schedule and within budget. Swisscom brought its technical expertise to bear and provided the necessary app infrastructure. VZ Depotbank received a standardised solution that virtually eliminates the risk of fraud and reduces support requirements, thereby strengthening customer loyalty. This solution has been incorporated into the product roadmap of all Swiss mobile banking app providers and is now available to more and more TWINT white-label customers.

Solution benefits:

- Virtually eliminates the risk of fraud
- Significantly reduces customer enquiries to the bank's and Swisscom's support centres.
- Seamlessly integrates the new TWINT white-label solution into ongoing operations





Conclusion

Through its successful implementation of the new TWINT white-label app with two-factor authentication, VZ Depotbank demonstrates its leading role in the banking sector's digital transformation. As the first Airlock bank to use this innovative security strategy, it has set new standards. The close collaboration between the bank leading the project and its technology partner Swisscom has led to the development and implementation of innovative security features that optimally meet increasing market demands and customer expectations. Thanks to VZ Depotbank's proactive project management, the project was completed not only within budget but also in record time and to the highest quality standards.

The success of this implementation is also confirmed by Finnova's adoption and rollout of the solution as standard for its retail banks. This underscores the significance of this pioneering project and the two-factor authentication solution in shaping the future of the entire banking industry.



“Through the implementation of innovative two-factor authentication for Airlock banks, we achieved the successful completion of a trailblazing project. Swisscom’s technical expertise was an invaluable addition to our management of this project.”

Cloe Lombardo, Senior Project Manager, VZ Depotbank