Giesecke+Devrient

Remove the friction in your activation journey: Convego® Activate

Instant activation services, whenever and wherever your customers need.

When a customer receives a new card, traditional methods of activating it for use, such as calling an IVR, visiting an ATM or manually registering the card online can be inconvenient, insecure and inefficient.

Convego® Activate, from Giesecke+Devrient (G+D) is designed to eliminate those concerns. A revolutionary, real-time card activation solution, Convego® Activate enable banks to quickly, seamlessly and cost-effectively build a secure, customer-centric immediate activation service that can effortlessly integrate with banks' existing digital services – particularly their mobile banking apps.

Adopting Convego® Activate allows banks to replace or supplement their existing card activation services with new, secure offerings that are more convenient and easier for end customers to navigate. Once live, Convego® Activate facilitates and automates card activation and provides the foundation for convenient card activation services through:

Mobile banking apps
Whether the customer receives a personalized QR code through the mail or through instant activation services such as Convego® tap, banks can offer instant activation of cards in a way that makes sense for them, and their customers.

One time activation codes
To supplement existing IVR/online channels, Convego® Activate can offer activation codes, which can be sent through the post or through digital channels. Rather than confirming sensitive personal data, the customer would just have to give the activation code – Convego® will do the rest.

Why choose Convego® Activate?

Sophisticated customer journey:
Build a modern, frictionless consumer experience.

Secure solution:
Offer your customers the ultimate in convenience & security.

Resource optimization:
Save time and money versus traditional activation processes.

ROI growth:
Increase ROI through increased customer use of mobile banking apps.

Tailored offerings:
Personalized mailers allow sophisticated marketing call to actions and tailored service offerings.

Flexible integration:
Fully and efficiently integrates with other G+D issuance management services.

Convego® Activate in action

At-home activation

Customer makes new card request.

Unique QR Code generated at the time of personalization and is sent to customer through email or SMS.

Customer authenticates their identity through digital banking app, scans the QR code and the new card is active. Optionally, the QR code could also link to other campaign URLs from the issuer.

Instant collection

Non-personalised generic cards are sent to a location for customer collection via automated dispenser or staff.
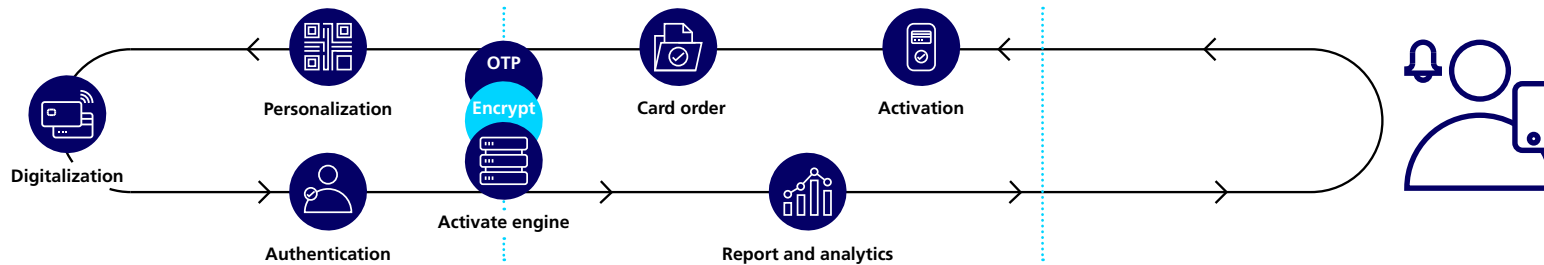

The customer authenticates and activate the card via their banking app.

The card is issued to the customer for remove immediate use.

The customer journey

Digitalization

Personalization

Authentication

OTP

Encrypt

Activate engine

Card order

Report and analytics

Activation

Convego® Activate features

- Full PCI compliant card data management
- Robust authentication & encryption technology
- Seamless integration with other services
- Single stream: Card Production > Personalization > Activation

About Giesecke+Devrient

Giesecke+Devrient (G+D) is a global SecurityTech company headquartered in Munich, Germany. G+D makes the lives of billions of people more secure. The company shapes trust in the digital age, with built-in security technology in three segments: Digital Security, Financial Platforms and Currency Technology.

G+D was founded in 1852 and today has a workforce of more than 14,000 employees. In the fiscal year 2022, the company generated a turnover of 2.53 billion euros. G+D is represented by 123 subsidiaries and joint ventures in 40 countries.

Giesecke+Devrient

Giesecke+Devrient ePayments GmbH
Prinzregentenstrasse 161
81677 Munich
Germany

www.gi-de.com/
www.gi-de.com/en/contact

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