



Enterprise Identity
Verification

SCIENCE



Case Study

DigiSign Builds a Universal ID Verification Layer for Digital Signing

DigiSign, a signing platform by Digital Solutions, helps companies sign business, HR and client documents online. They also needed a verification option for signers who could not use Bank iD, including international users. The objective was to offer the same level of trust to signers who do not use it or are from another country so those contracts could stay fully digital.



DigiSign needed a solution built into the signing flow that kept the signer within their interface and let them keep personal data within their own controlled environment.

Giving Every Signer Trusted Verification

- Support every signer who needs **trusted verification**
- Keep **identity verification** within DigiSign's UX
- Meet strict client requirements for **security and data control**

DigiSign wanted to add another higher-level verification option alongside Bank iD. The need became clear through E.ON, whose customers signed many contracts through DigiSign. Not every one of them used Bank iD. The challenge was to find a partner that could deliver reliable remote identity verification, adapt to DigiSign's UX and UI, and run on their own servers.

UX was a core requirement. The verified person had to feel they were still using DigiSign, with Innovatrics technology running in the background. Many of their clients, including banks and insurance companies, also had strict security and personal data policies, so they needed to manage all data securely.

Building Remote Verification into the Signing Process

- Use **Innovatrics Identity Verification** to verify users
- Embed document capture, selfie capture and **liveness detection**
- Build **local workflows** around Innovatrics technology

DigiSign chose Innovatrics as the partner that could meet its technical requirements and provide a business model suited to its use case. The solution gave them the identity verification technology required while allowing them to keep control over the user interface, signing workflow and server environment.

Innovatrics Web components were directly integrated into DigiSign's UI for capturing identity documents and selfies. The platform also uses Innovatrics Identity Verification in the background, with DigiSign's own processes and interfaces built on top for clients and verified persons. Implementation took around three months, supported by clear documentation and technical support. The solution has run reliably and continues to be improved by both teams to support current security standards.

Verified Signing Across 120+ Countries

- Offer a **universal verification method** for more signing cases
- Support signers from abroad with **trusted remote verification**
- Create **new business opportunities** from identity verification

With Innovatrics Identity Verification, DigiSign now offers trusted verification alongside Bank iD and extends it to signers in 120+ countries. DigiSign clients typically start by using the method as an alternative verification option, then gradually expand it to other cases where trusted remote verification is needed.

The added verification layer has also strengthened DigiSign's position in the signing platform market. It has helped them win clients that needed a universal way to combine document signing and identity verification. The same technology has also enabled a separate verification product, now used by clients such as Raiffeisenbank, E.ON and Raynet. Since its launch, usage has grown by 5–10% month over month, opening new business opportunities for DigiSign.

Coverage for More Signing Cases

DigiSign now gives clients an alternative verification path based on a personal document and selfie. They can complete the signing process required for trusted verification, whether they are from Czechia or abroad.

Controlled Data Handling

For clients with data policies, the deployment model matters. The service runs on DigiSign servers, which lets them keep personal data in their controlled environment and apply client rules for retention and anonymization.

From Signature to Trusted Identity Verification

DigiSign started with verification inside a signing transaction. It now offers verification as a standalone product. The same capability helps B2B teams confirm identity before a signature, during onboarding, or whenever a process requires more than email and SMS.

Before	After
Higher-level verification offered to signers through Bank iD	Signers can now complete trusted document signing with Bank iD or remote identity verification
Trusted verification focused on signers in the local market	Verified signing in 120+ additional countries
Standard verification methods similar to other signature platforms	The only CZ/SK signature platform with automated ID and selfie verification

"Thanks to Innovatrics, we received a great technical solution that improved the value of our product and created new business opportunities. I also appreciate Innovatrics' personal and proactive approach, where they were interested in our needs and looked for solutions with us."



Pavel Pavlas
Head of Product

About Us

Innovatrics helps governments, enterprises, and their partners deliver trusted identity services. We design industry-tuned biometric identity solutions that help people prove who they are with minimal friction. From national ID systems and border control to criminal investigations and digital onboarding, our solutions are built for real-world conditions and trusted in large-scale deployments worldwide. Since 2004, we have helped partners deliver identity systems used by more than a billion people.

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