Identity Verification

Case Study

Innovatrics Identity Verification Strengthens Signicat's Identity Services in the EU

Lower false rejection rates | Improved inclusiveness

Norway-based Signicat provides digital identity services across the European Union. Clients require remote identity proofing with legal validity equivalent to in-person checks, aligned with eIDAS (the EU regulation for electronic identification and trust services) and SEPBLAC (Spain's AML/KYC authority for remote video identification and onboarding).

Meeting Regulatory Demands While Countering Fraud

- **Comply with SEPBLAC** and eIDAS requirements
- **Counter deepfakes,** presentation and video injection attacks
- **Scale the system,** improve inclusiveness, and secure benchmarks

VideoID, Signicat's patented solution for remote identity verification, used a provisional biometric check that worked for early rollouts. However, it lacked the scalability, configurability, and robustness needed for high-security use. Alternatives from major cloud providers were evaluated, but they did not fulfill the requirements for eID products. False rejection rates were also higher among elderly and ethnically diverse users, raising concerns about inclusiveness.

At the same time, fraud threats increased, including face spoofing, deepfake injections, and camera manipulation. The team needed a solution with proven performance by an independent body to strengthen defenses without adding friction for users.

Embedding Innovatrics Biometric Engine into VideoID

- Integrate facial recognition & passive liveness with **VideoID**
- Combine checks to **block deepfakes** and video injection attacks
- Enable **configurable thresholds** for customer and legal needs

Signicat replaced the biometric component inside its remote identity verification platform and embedded Innovatrics 1:1 face matching engine with passive liveness detection into VideoID. The deployment aligned verification flows with SEPBLAC and eIDAS requirements, connected the engine to Signicat's real-time video and AI infrastructure, and added configurable matching thresholds to balance security and user experience across different customer risk profiles.

Fraud prevention was reinforced by combining Innovatrics' biometric matching with Signicat's proprietary detection mechanisms to address presentation attacks and deepfakes. A layered approach is used: video-injection protection secures the capture channel, passive liveness confirms a real person, and a deepfake check adds an extra safeguard. The solution underwent internal and third-party adversarial testing, including deepfake and video-injection scenarios.

Compliant, Inclusive, and Scalable Remote Identity Proofing

- **Trusted face matching** ranked by NIST FRTE for top performance

- **Improved inclusiveness** across user groups with lower false rejection rates

- **Stronger fraud detection** & compliance with EU regulations

The upgraded VideoID platform now performs thousands of remote verifications daily across the EU. Settings can easily be adjusted per use case to balance security, compliance, and user experience. The system provides outcomes equivalent to in-person verification, enabling remote issuance of eIDs and qualified certificates. Its compliance with eIDAS and SEPBLAC ensures legal recognition of all verifications.

Accuracy improvements, benchmarked in NIST FRTE, lowered false rejection rates and improved inclusiveness, especially for elderly users and individuals from diverse ethnic backgrounds. Fraud attempts are detected with greater reliability, strengthening trust in regulated digital onboarding. The solution gives Signicat's clients a secure, scalable identity verification method that meets compliance obligations and delivers a consistent user experience.

Before

Provisional in-house biometric engine with limited configurability

Difficult to operate reliably and scale for diverse customer needs

Limited visibility on inclusiveness and demographic bias

After

Integration of top-ranked NIST FRTE facial recognition algorithm

Risk-based, adjustable settings enable consistent scaling across many customers

Lower false rejection rate, more inclusive for elderly and diverse users

Adaptable Threshold Management

Thanks to Innovatrics facial recognition algorithm, Signicat can fine-tune matching thresholds per use case to balance regulatory requirements and user experience. These settings work together with liveness and deepfake checks to keep security high and the experience smooth.

Seamless Integration with Existing Architecture

Innovatrics facial identity verification engine was embedded into VideoID with minimal disruption. The migration was completed in about six months, with ongoing joint optimization to maintain stability and fraud resistance.

EU-Scale Capacity, Multi-Sector Reach

The system handles thousands of VideoID checks daily across the EU for banks, public administrations, and trust service providers. Threshold configurations can be tuned per market, fast-tracking multi-country rollouts while preserving a consistent user experience.

> Innovatrics identity verification technology strengthened the heart of our VideoID solution, giving us the flexibility and reliability needed to strike the complicated balance between usability and security in our identity verification products — especially in regulated, high-risk environments. The guarantee of biometric models trained on unbiased datasets gives us the confidence to expand into new markets.

Silvia Lafuente
Tribe Lead at Signicat

About Us

We are an independent EU-based provider of multimodal biometric solutions. Our algorithms consistently rank among the fastest and most accurate in fingerprint and face recognition. Since 2004, we have partnered with all types of organizations to build trusted and flexible biometric identification solutions. Our solutions are being used in more than 80 countries, benefiting more than a billion people worldwide.

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