

Tech modernization and integrations for a biometric solutions provider for a multiplatform, multi-device, and unified customer experience



About the Client

Develops **custom biometric solutions** for large-scale enrollment and authentication programs in the U.S., India, Saudi Arabia, Indonesia, and Pakistan

A biometric solutions company with a long, successful history of advanced biometric innovations

Extensive business and technical expertise in fingerprint, iris, and facial recognition technologies

100+ Satisfied Customers
30+ Countries

Business Needs

- Upgrade and transform technology to enable better user experience, support multiple devices, and provide better performance
- Develop an all-encompassing, self-service portal that provides useful insights into programs/use cases (biometric devices) and their management
- Introduce subscription-based licensing for customers and partners
- Implement efficient third-party API integration to expand business reach and innovation in use of biometric devices
- Develop a rich website experience that offers seamless browsing and an integrated e-commerce

Solutions

Powered by
PIE
PROCESS INTEGRATED ENGINEERING

Implemented architectural and tech transformation and enabled tech debt reduction with:

- Modern UI with SPA
- Component-driven design
- Responsive web pages

Developed SDKs for third-party API integrations

Developed a website offering a rich customer experience and performed migration from WordPress

Introduced agile, automation, and gated approach for better outcomes and management

Integrated an e-commerce portal with website

Created subscription-based licensing and packages for solution offerings

Developed a complete DIY Dashboard for better management of program (Device, Apps, and Subscriptions)

Developed a native app development for 'Live Face Detections' during voter registrations, security checks, etc. leveraging third-party providers



Business Impact

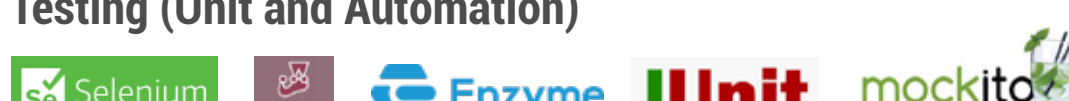
- A seamless multiplatform device experience for customer portal
- 75% effort savings using Automation Framework for Web Application
- Reduction in support calls and increased efficiency owing to a DIY Portal and insights
- A quick and hassle-free buying and onboarding experience due to built-in e-commerce
- Improved platform monetization due to subscription based licensing
- New offerings and value propositions due to SDK for third-party integration

Technology Stack

Backend and Frontend



Testing (Unit and Automation)



Tools, Libraries and Frameworks



CI/CD/CM



AWS Cloud



Cybage Hi-Tech

- Automotive Retail
- Customer Experience & Market Research
- Digital Security
- Enterprise Workflow Solutions & Rules Engine
- Software Tools & Platforms
- Social & Collaboration Platforms
- Human Resource Management Systems

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