No two companies are ever the same, so why would you use the same customer journey as someone else? Why confuse your customers with a journey that feels like another company’s?

Use our bespoke UI and UX tools to create a customer journey that meets your compliance obligations while delivering a singular experience for your customers.

Guiding Your Customer

Every single one of your customers is an individual and should be treated as such. Some are digital natives, confident in handling online onboarding journeys and can rush through without ever needing any support.

But many customers need some guidance or at least a reminder of what their next step should be. In the Mitek journey, users can quickly go back to the central hub and see what items are left for them to finish the onboarding process.

We’ve found that some customers can have misgivings about submitting their data digitally, fearing their personal data might be exposed. We provide clear signposts in the journey that tell them exactly what to expect, what is done with their data, and confirms that we do not retain their information.
We Help You Reach Out To Customers

Engaging with customers is one of the underlying secrets to our success at increasing customer onboarding rates. We increase successful KYC checks by working to keep the user engaged with the journey.

Customers sometimes need to pause onboarding journeys midway through the process. When you use Mitek we automatically save where they are in the journey so that none of their effort is wasted. We can send reminders, configured at the frequency you prefer, via SMS or email in order to re-engage them with the journey.

By keeping in close contact with your potential customers we can increase your conversion rates and create a journey that is not only a better experience for them but results in more business for you.

Compliance needs can shift as you enter new markets, release new products, and scale your company. Our KYC platform is agile enough to move with you no matter what you decide to do.