MANTRA | Identity Devices and Systems

Case Study

From Manual to Modern: Biometric SIM Registration at Scale

Country : Nigeria

Industry : Telecommunication

Device Used :

MOXA 73



Introduction

A leading telecommunications company in Nigeria modernized SIM card registration by deploying Mantra's MOXA73 biometric handheld terminals. Integrated with Android systems, the device supported high volume subscriber enrollment while helping the operator improve registration speed, security, and ease of use.

The deployment scaled to more than 20,000 handheld terminals, capturing over 80,000 subscriber records each day and supporting more than 20 million biometric SIM registration.



The Challenge

Manual Registration Processes

Manual registration processes can place pressure on registration teams and make it harder to maintain consistent records at scale. The telecom operator needed a field-ready approach that could support large volumes of subscriber registrations while strengthening identity checks and helping deter fraudulent activity.

The Deployment

Biometric Registration at Scale

The operator deployed more than 20,000 MOXA73 biometric handheld terminals, integrated with Android systems, to support SIM registration operations. The deployment enabled registration teams to capture subscriber records at high volume and helped establish a consistent biometric registration process.



20,000+
MOXA handheld terminals deployed

80,000+
Subscriber records captured daily

20 million+
Biometric SIM registrations supported

Deployment Priorities

- **High-volume enrollment** — The terminal deployment supported daily capture of more than 80,000 subscriber records, helping the operator manage large registration volumes.
- **Android integration** — MOXA series biometric handheld terminals were integrated with Android systems to support the operator's registration workflow.
- **Biometric identity checks** — Biometric SIM registration strengthened the identity registration process and supported efforts to deter fraudulent activity.
- **Field usability** — Handheld devices gave registration teams a practical device format for subscriber enrollment operation.



Key Requirements for High-Volume SIM Registration

For a large telecommunications registration program, the selected hardware must support practical enrollment workflows, reliable identity capture, and day-to-day operation at scale. The Nigeria deployment reflects four priorities described in the case overview.

- **Higher registration capacity**

  More than 20,000 MOXA series handheld terminals supported subscriber registration at scale, with over 80,000 subscriber records captured daily.

- **Stronger identity registration**

  Biometric SIM registration helped strengthen subscriber identity checks and served as a deterrent against fraudulent activity.

- **Improved registration experience**

  The approach was described as improving speed, security, and user-friendliness across the registration process.

- **Focus on customer security**

  The deployment reinforced the operator's stated commitment to customer security and satisfaction.



Reliable Identity Verification

Biometric registration supports accurate subscriber identity checks.



Streamlined Registration

Android-integrated MOXA terminals support efficient SIM registration workflows.



Fraud Deterrence

Biometric SIM registration helps deter fraudulent activity and strengthen customer security.



Get in Touch

+91 99988 28573

identitysystems.connect@mantratec.com

www.identitysystems.mantratec.com

B203, Shapath Hexa,
Opp. Gujarat High Court,
S.G. Highway, Sola,
Ahmedabad - 380060,
Gujarat, India

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