CASE STUDY

Office Supply Retailer

1Kosmos delivers an innovative solution providing high assurance remote caller verification to prevent social engineering attacks on the Service Desk.

The retailer fell victim to a social engineering attack on the service desk. 1Kosmos was selected to modernize antiquated remote caller verification for password reset requests, enhancing decisioning by agents using knowledge-based factors combined with strong verified identity validated against government issued credentials.

The Results

Easy Integration

The retailer required a low friction solution that would improve both security and convenience at the service desk for faster password resets and less administrative overhead. They selected 1Kosmos because it addressed a key cybersecurity vulnerability and improved the experience for both the agent and employee. The solution was implemented within a matter of days without heavy integrations or special configurations. Their deployment was fully operational in less than three weeks.

Identity Assurance

The attack clearly illustrated the cyber risk posed by existing caller verification. It exposed an identity gap and single point of failure in their service desk practices once an agent was tricked into trusting an impostor posing as an employee.

1Kosmos took the onus off agents to verify the employee identity. Instead, 1Kosmos electronically verifies dozens of attributes from a validated driver's license and uses powerful liveness detection to match the photo with a live selfie captured in real time. The process verifies the license as legitimate and performs a picture and selfie match, ensuring high assurance identity verification with built-in protection from deepfake presentation attacks.

User Experience

The retailer could not afford another attack disrupting operations. They required a solution to meet security requirements while maintaining a convenient experience for both agents and employees. The 1Kosmos solution presents a low friction approach.

- Agents no longer rely solely on knowledge-based questioning enabling them to proceed with high identity assurance for the credential reset.
- Callers provide a phone number or email, using a camera-equipped desktop or mobile device. The new process does not expose any personal data and takes less than a minute to complete.

Document Coverage

The retailer required coverage for multiple countries and document types. 1Kosmos was selected because the platform validates a user's identity using driver's license, passport, National ID, and more, for over 150+ countries.

Privacy

The retailer did not want to manage the captured data. 1Kosmos was selected because no personal identifiable information (PII) is exposed to the agent, as they receive a simple pass or fail notification.

By implementing 1Kosmos remote caller verification the retailer eliminated social engineering attacks on the Service Desk with minimal integration and a superior experience for agents and callers.

About 1Kosmos