Case Study

Albanian Post: Authentication and Secure Payments for a Fintech App

Wultra

Petr Dvořák

petr@wultra.com

Albanian Post and Helius Systems Make Payments Easier With Their Innovative Fintech App Protected by Wultra Authentication.

Albanian Post, the national postal service, is one of the largest financial services providers in the country. Since only about half of the adult Albanian population has a bank account, Albanian Post is exceptionally well-positioned to provide accessible banking and payment services, especially in rural areas. Albanian Post can easily reach people all over the country with their 550+ post office locations. To make their financial services attractive to a more tech-savvy audience, it also released an iOS and Android app that was built in cooperation with Helius Systems, a leading software vendor in Albania.

The application from Albanian Post has to compete toe-to-toe with well-established fintech apps. As a result, a better user experience was a significant motivation for implementing a user-friendly authentication flow based on mobile security components from Wultra. The app's users can log in or approve payments by merely entering a PIN code, or by using face recognition or a fingerprint scan.

Despite dramatically improving the user experience, the process is, in fact, more secure than with conventional credentials. The authentication module tightly links the specific mobile device with the app user's identity. Finally, the implementation of cryptographic authentication provides a solid basis for future regulatory compliance in banking and electronic payments.

The FinTech For People

In the conservative Albanian market, innovations in payments are slowly gaining people's trust. Albanian Post hit the nail on the head with its mobile app by providing simple payments for public services people are already familiar with. Currently, the users can send 4 types of payments, such as payments for government taxes, utility bills, telco fees, or police penalties, while 40 more payment types are on the way.

4

payment types

40

more coming
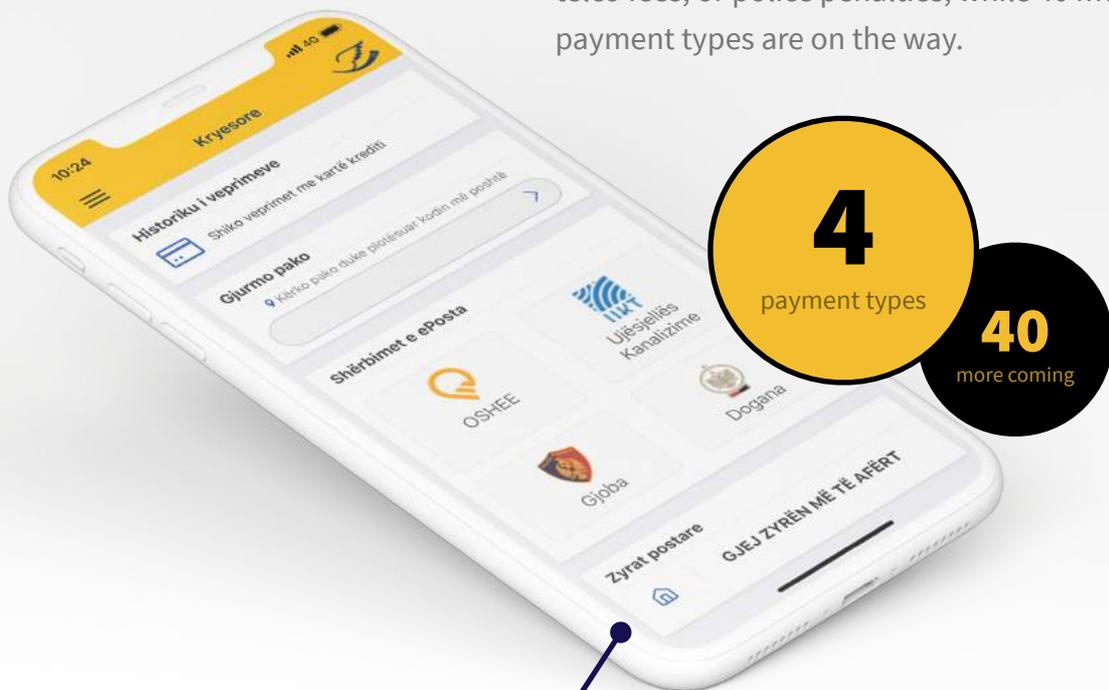
The **Mobile Security Suite** protects app access and payments with cutting edge multi-factor authentication. The cryptographic signatures produced by the authentication module are one-time only and mathematically bound to every operation and user's identity, proving the authenticity of transactions with a high degree of confidence. As a result, the attackers cannot cause damage by gaining access to the app or by modifying or replaying submitted payments.

PSD2

Thinking Ahead

With Albania firmly on its way to join the EU, the mobile app by Albanian Post fulfills the strictest PSD2 requirements for strong customer authentication (SCA) ahead of schedule.

> " Strong customer authentication and secure payments are top priorities for us. We want to drive the adoption of our mobile app in the Albanian market. To achieve this, people need to use our app with confidence.

Erdet Kellici
Head of Information Technology and
Development Unit at Albanian Post

About Albanian Post

Albanian Post is the national postal service of Albania. It operates as a public limited company owned by the government and offers services through 553 post offices across the country. Albanian Post is the biggest trading company operating in the postal and financial services market. Over the years, it has been focused not only on its commercial activity but has also served as a vital mediator between businesses, citizens, and governments.

About Helius Systems

Helius Systems began their journey in 2002 in the field of Core Banking Systems and ERP solutions, with only one mission in mind, to create value for businesses and provide business solutions that can revolutionize business growth. Helius Systems has a team of talented designers, developers, data analysts, and experts who understand the market and deliver far beyond expectations.