

Esme Learning Reduces Friction for Students, Saves Admin Time with Digital Identity Proofing



#### **Customer:**

Esme Learning delivers online executive education programs in partnership with leading universities

#### **Business Objective:**

Verify online student identities more quickly and easily while maintaing strong security

#### **Results:**

- Fast, no-code process for adding biometric identity assurance to online courses
- Frictionless identity proofing for students
- Less daily admin work for course operators—10 hours saved per course

### The Challenge

When Esme Learning delivers online courses and issues course certificates on behalf of schools like Oxford and MIT, it's essential to confirm that students in remote locations are who they claim to be. At the same time, those students expect a verification process that's fast and frictionless, while course administrators need a solution that's easy to integrate and free of manual intervention.

#### **The Solution**

Digital identity proofing and onboarding from Daon allows remote Esme Learning students to verify their identities online by snapping a video selfie and a picture of their government-issued ID. Daon's IdentityX platform then compares the two images using Al-powered biometric matching and also tests for "liveness" to prevent spoofing with a mask, photograph, or pre-recorded video.

To simplify life for administrators in the digital learning space, Daon created a snap-in adaptor for the Learning Tools Interoperability (LTI) standard—a popular protocol used by Esme Learning and others—which allows course designers to add biometric identity proofing directly into the learning flow without the need to write code or exit the Learning Management System (LMS) interface.

"I was impressed by how Daon accomplishes identity verification, including liveness tests. Daon stepped up to give us everything to get started. With the IdentityX Onboarding LTI Adapter, we were able to deploy quickly, and it will provide huge gains for the people administering the course. In addition to saving us time and making life much easier, it provides the highest quality experience to our customers."

> - Julia Henderson VP of Course Operations Esme Learning

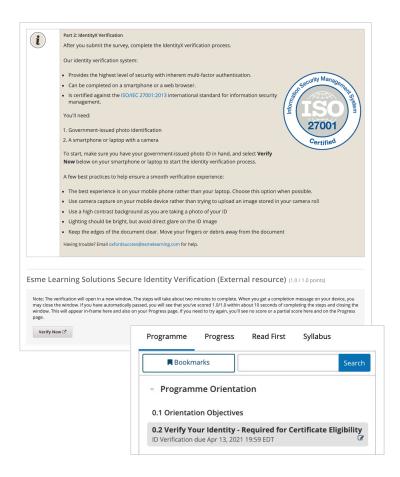
## **Case Study** Esme Learning Reduces Friction for Students, Saves Admin Time with Digital Identity Proofing

#### **The Results**

Esme Learning deployed Daon's onboarding solution quickly and reported huge gains for course administrators—with much more work being automated by the LMS. In fact, Esme Learning estimates that removing the need for manual ID verification saves on average **10 hours per course**.

For students, the new onboarding process makes it easy to get into the platform and start learning quickly—without the friction or distraction of an administrative burden.

The net result is a faster, safer experience for both students and course operators, which helps contribute to greater adoption and better learning outcomes.



"With Daon, we didn't feel like we were just another number. We had a lot of personal attention, and the team was interested in learning about our use case and helping us succeed. Others didn't offer us the same kind of support."

> - Julia Henderson VP of Course Operations Esme Learning

# To learn more about IdentityX Onboarding for education and other applications, visit www.daon.com

© 2021 Daon. All rights reserved.

