

Customer Story

Large Latin American Bank Undergoes Digital Transformation

Products

 ID Verification e-Signature Document Management

Company Information

\$7.2B

Revenue

25K+

Employees

Banking

Industry

Overview

One of the largest banks in Mexico modernized its customer onboarding, transaction authorization, and document integrity controls in line with Mexico-specific banking regulations. By deploying Sovos Trust Services on AWS, the bank consolidated biometric identity verification, electronic signatures, and certified document sealing into a single compliant workflow — achieving a 70% reduction in fraud rates, a 60% reduction in manual processing effort, and 3x faster customer service times, while establishing a projected \$2.4M+ return on investment over three years.

About the Customer

The customer is one of the largest banking institutions in Mexico, a CNBV-regulated corporation serving millions of customers through both digital and branch channels. The bank is supervised by the Comisión Nacional Bancaria y de Valores (CNBV) and Banco de México (Banxico) under the Mexican Banking Law (Ley de Instituciones de Crédito, or LIC) and the Disposiciones de Carácter General Aplicables a las Instituciones de Crédito (Circular Única de Bancos).

As a regulated Mexican banking institution, the customer is subject to customer identification requirements under Article 115 of the LIC, anti-money laundering and counter-terrorism financing obligations under the Ley Federal para la Prevención e Identificación de Operaciones con Recursos de Procedencia Ilícita (LFPIORPI), suspicious activity reporting to the Unidad de Inteligencia Financiera (UIF) under the SHCP, and digital document integrity requirements under Norma Oficial Mexicana NOM-151.

Key Metrics

70%

Fraud
Reduction

60%

Effort
Reduction

3X

Faster
Service

\$2.4M

Projected
ROI

Customer Challenge

As a CNBV-supervised banking institution, the customer operates under one of the most demanding banking regulatory environments in Latin America. The bank is required to perform robust customer identification, report suspicious activity to the Unidad de Inteligencia Financiera, comply with the customer due diligence regime, and maintain provably tamper-evident digital documents that meet the certified timestamping standard under NOM-151.

Existing processes did not meet the demands of this regulatory environment at scale:

- Manual identity verification, document handling, and transaction authorization workflows created onboarding delays and operational bottlenecks across both digital and branch channels
- Rising fraud sophistication — including falsified ID cards used to fraudulently access banking and social security services — required stronger identity validation than existing controls could deliver
- No scalable, centralized mechanism for issuing NOM-151-compliant digital seals on customer agreements, leaving the bank dependent on physical paperwork to maintain legal admissibility of contracts
- Fragmented document workflows complicated CNBV supervisory audit response and UIF suspicious activity reporting
- Inability to scale digital banking channels without compromising AML/KYC controls under LFPIORPI

Sovos Solution

The bank deployed Sovos Trust Services as a cloud-native SaaS solution on AWS, explicitly scoped to address the bank's CNBV, LFPIORPI, and NOM-151 obligations through a unified, end-to-end workflow.

Sovos deployed biometric identity verification across both digital and branch channels — using facial recognition for remote onboarding and fingerprint biometrics in branches, with facial recognition available as a contingency method. Each verification event satisfies CNBV customer identification requirements and creates the auditable evidence trail required for LFPIORPI compliance and UIF suspicious activity reporting. Multi-modal authentication directly mitigates the prevalence of falsified ID cards and identity theft observed across the Mexican market.

Customers sign legally enforceable agreements digitally, at a branch or remotely, eliminating paper-based contract execution while preserving legal validity under Mexican law. This dramatically reduces turnaround times for credit applications, account openings, and service agreements.

Sovos Solution

Sovos issues NOM-151 compliant digital seals on customer agreements and transaction records, certifying both the integrity of each digital document and the exact date and time the seal was applied. The bank can validate NOM-151 seals at any time, confirming document authenticity and maintaining legal admissibility for audits, disputes, and CNBV supervisory examinations — a capability that was not achievable with the prior fragmented systems.

Identity evidence, signed customer agreements, certified sealed documents, and supporting KYC artifacts are securely stored and managed in a centralized digital repository, enabling fast retrieval for audit response, dispute resolution, and ongoing customer servicing.

Built on AWS, the solution runs on a secure, multi-region AWS architecture engineered for regulated banking workloads. Sovos leverages Amazon API Gateway for secure API ingress, Amazon EC2 and Amazon EKS for scalable identity verification, signature generation, and document processing services, Amazon Rekognition combined with Sovos proprietary biometric services for biometric matching, Amazon Aurora for transactional data, Amazon S3 for durable encrypted storage of signed documents and certified timestamps, and AWS Key Management Service (AWS KMS) for the cryptographic key management that underpins both electronic signatures and NOM-151 digital seals. AWS CloudTrail, AWS Security Hub, and Amazon GuardDuty provide the audit logging, anomaly detection, and threat monitoring required for a regulated Mexican banking environment.

Results and Benefits

By deploying Sovos Trust Services on AWS, the bank achieved measurable improvements across fraud prevention, operational efficiency, regulatory compliance, and customer experience:

- 70% reduction in fraud rates across digital and in-branch interactions — driven by multi-layered biometric identity verification and tamper-evident documentation
- 60% reduction in manual processing effort — through end-to-end automation of identity verification, electronic signatures, and document management workflows
- 3x faster customer service times for onboarding and transactions, significantly improving customer satisfaction and digital channel adoption
- Sustained NOM-151 compliance through automated certified timestamping and seal validation, eliminating prior dependency on physical paperwork to maintain document integrity
- Strengthened CNBV audit readiness and UIF reporting capability through centralized, retrievable identity and document evidence
- \$2.4M+ projected return on investment over three years from gains in automation, fraud prevention, and compliance

About Sovos

Sovos is a global provider of tax, digital trust, and regulatory compliance solutions, helping organizations operate with confidence in highly regulated environments. Built on AWS, Sovos delivers scalable, secure SaaS solutions for identity verification, electronic signatures, document management, and regulatory compliance, supporting enterprise customers across financial services and other regulated industries worldwide.