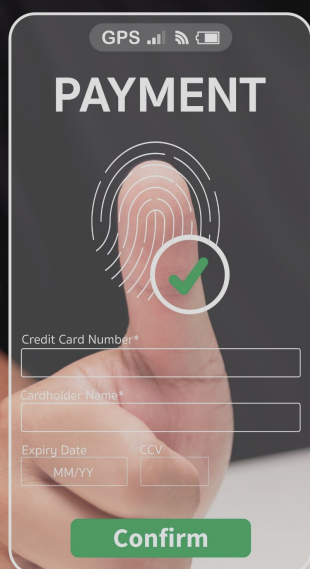


CASE STUDY



How Fintech Platform Spondula Achieved an 88% First-Attempt Pass Rate Across 27 Countries



PCI DSS



SOC2



QG GDPR



ISO 27001:
2022



CE+



iBeta Level 3



CCPA

CLIENT OVERVIEW

A Next-Generation Global Payments Platform

Spondula is a global non-custodial payments network designed to enable individuals and businesses to send, receive and hold digital representations of major currencies through a single global payment infrastructure. Rather than being simply a digital wallet, the wallet serves as one interface through which users access the wider Spondula Network.

Built with a global-first mindset, the Spondula Network enables users across multiple jurisdictions to access a consistent onboarding experience while simplifying global payments through a single payment infrastructure.

One of Spondula's core design principles is its non-custodial architecture. Users remain in control of their own wallets and digital assets, while identity verification helps verify participants accessing the network, protect its integrity, and enable trusted participation across the ecosystem.

To support this objective, Spondula partnered with Shufti to implement a scalable KYC infrastructure capable of supporting users worldwide from day one.

Global

WALLET, SIMPLIFIED

Send and receive payments internationally through one unified digital wallet.

Day One

COMPLIANCE READY

A scalable KYC infrastructure built to support users worldwide from launch.

Multi

JURISDICTION

A unified onboarding experience across every market the Spondula network operates in.

Zero

IN-HOUSE BUILD

Scalable identity verification without building and maintaining infrastructure internally.

THE CHALLENGE

Security, Scale, and Compliance

Launching a global non-custodial payments network presents unique compliance and operational challenges. Identity verification is not simply a regulatory requirement. Within the Spondula Network, identity verification forms a foundational layer that enables trusted participation, supports the global Operator Network, and provides a consistent onboarding experience across multiple jurisdictions.

As Spondula prepared for launch, the team needed a solution capable of supporting users across multiple countries while ensuring a consistent onboarding experience and maintaining compliance standards. At the same time, the company wanted to avoid building and maintaining a complex identity verification infrastructure internally.

Several factors influenced the search for a dedicated identity verification partner:

-  Supporting a global payments network across multiple jurisdictions from launch
-  Meeting evolving KYC and compliance requirements
-  Reducing operational complexity and manual oversight
-  Delivering a seamless onboarding experience for new customers
-  Creating a framework that could scale alongside future growth
-  Providing trusted identity verification for Operators serving local markets

Building these capabilities in-house would have required significant investment in development, compliance expertise, and ongoing operational management. Spondula therefore sought a specialist provider that could deliver both scalability and long-term flexibility.

WHY SHUFTI

Coverage, Simplicity, and Scale

When evaluating identity verification providers, Spondula sought a strategic partner capable of supporting a global payments network from day one. The company needed a solution that could support international expansion without creating friction for users or increasing compliance overhead.

Key evaluation criteria included:



International identity document coverage



Scalable infrastructure



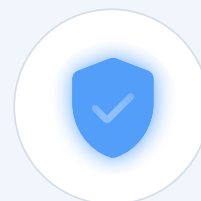
Fast identity verification times



High identity verification accuracy



Responsive technical support



A frictionless onboarding experience

According to Spondula, Shufti delivered the combination of international coverage, scalability, implementation simplicity and responsive support needed to underpin the Spondula Network's global identity and compliance infrastructure.

THE SOLUTION

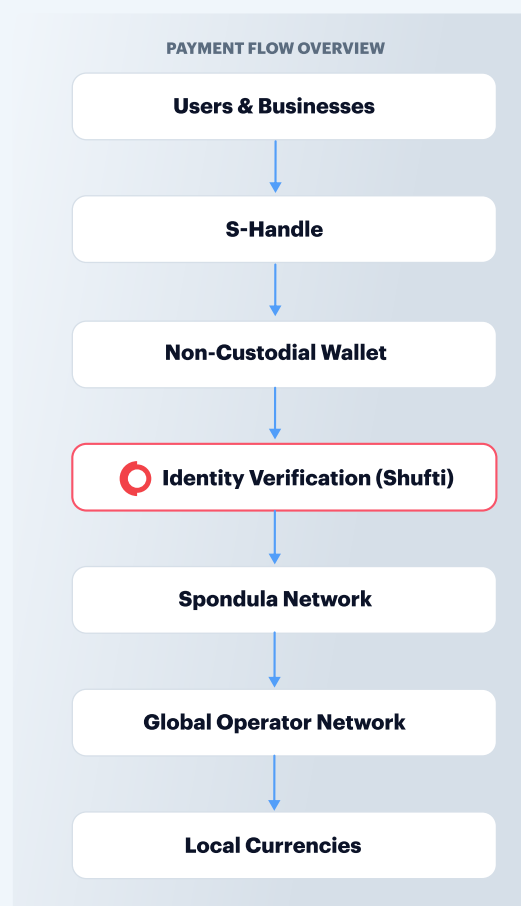
Verification, Built Into the Platform

Spondula implemented Shufti as the core identity verification layer within the Spondula Network, embedding identity verification directly into its global payment infrastructure.

By integrating Shufti into the onboarding journey, users complete identity verification before accessing the network, enabling trusted participation while maintaining a seamless user experience. Users receive a unique S-Handle, Spondula's universal payment identifier, allowing them to send and receive payments without sharing lengthy account numbers, routing codes or wallet addresses.

The Spondula Network uses Shufti's Document Verification and Facial Biometrics through an Secure Capture (Onsite) verification flow, enabling users to complete identity checks without leaving the onboarding journey.

Rather than treating identity verification as a standalone compliance process, Spondula embedded it as a foundational component of the wider network architecture, supporting secure onboarding, fraud prevention and long-term scalability.



IMPLEMENTATION

Built Together, Aligned From Day One

The implementation process progressed smoothly, supported by clear documentation and ongoing guidance from Shufti's technical and customer success teams.

01

Working closely together, both teams configured identity verification workflows, aligned onboarding requirements with compliance objectives, and integrated identity verification into the network onboarding journey.

02

Throughout the project, Spondula benefited from direct access to Shufti's support specialists, helping accelerate deployment and minimize development overhead.

03

As a result, the company was able to launch its beta operations with a fully operational identity verification and KYC framework already embedded within its platform.

✓ Document Verification

✓ Facial Biometrics

✓ Secure Capture (Onsite)



RESULTS AND BUSINESS IMPACT

Measurable Impact Across Security, Operations and Growth

Since implementing Shufti, Spondula has established a scalable and consistent onboarding process capable of supporting users across multiple countries and jurisdictions.

The implementation provides Operators with greater confidence when serving local markets while giving users a consistent onboarding experience regardless of jurisdiction.

Since going live, the Spondula Network has delivered fast, reliable identity verification while maintaining a seamless onboarding experience for legitimate users.

The partnership has enabled the company to strengthen its compliance posture while reducing the complexity associated with identity verification management. Internal teams can remain focused on product development and growth initiatives rather than maintaining identity verification infrastructure.

Key outcomes achieved include:

500+

Registered users
successfully onboarded

90%

Overall identity
verification pass rate

88%

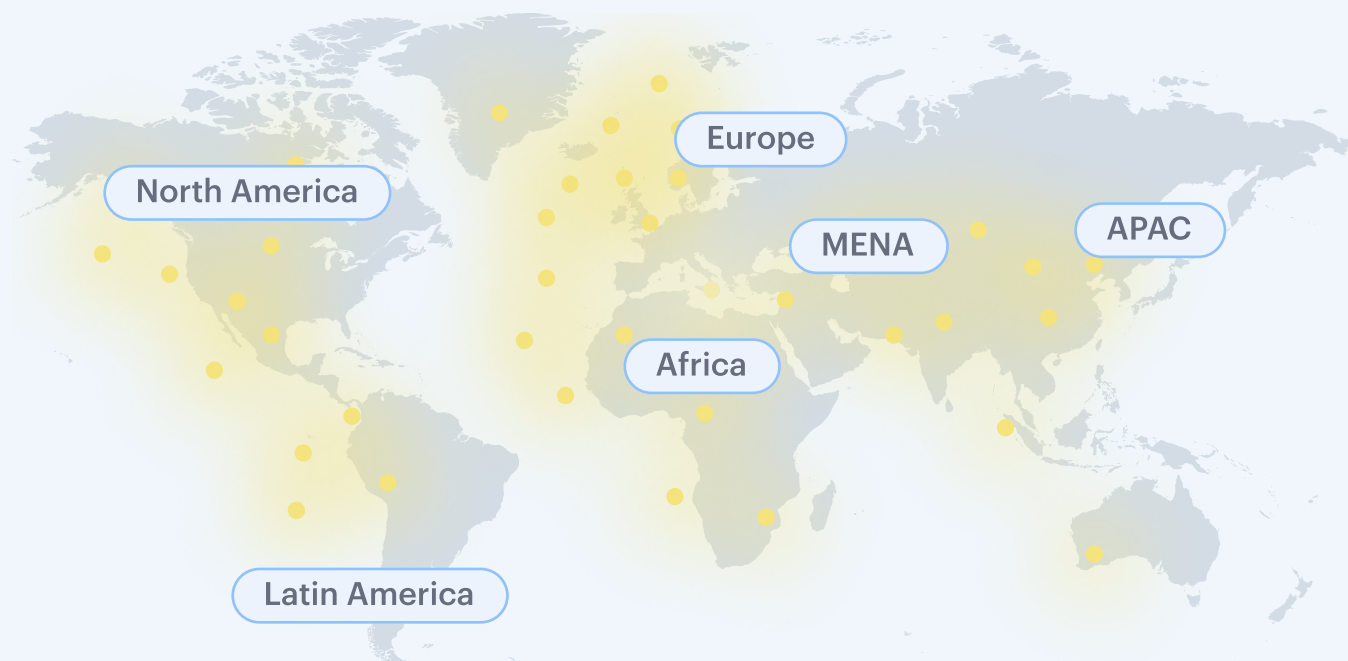
First-time pass rate, reducing friction
during identity verification onboarding

10s

Average identity verification
time of just 10 seconds

RESULTS AND BUSINESS IMPACT

Verified Across Six Regions



27

Users successfully verified across 27 countries spanning APAC, Africa, MENA, Europe, Latin America, and North America.

- ✓ A consistent identity verification process across multiple jurisdictions
- ✓ Reduced operational workload related to compliance activities
- ✓ A scalable identity and compliance infrastructure capable of supporting future growth

These results demonstrate Shufti's ability to balance security with user experience, enabling Spondula to verify customers quickly while supporting its international expansion strategy.

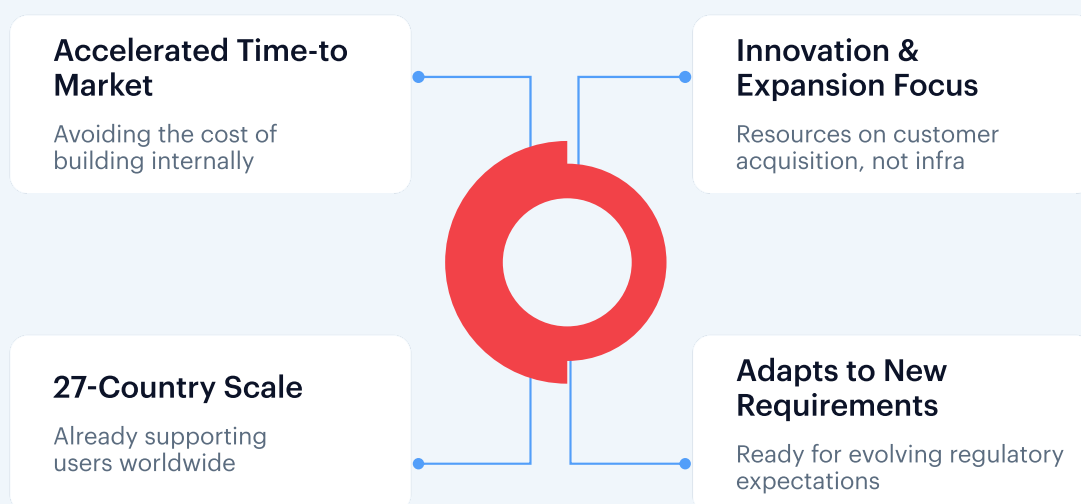
Perhaps most importantly, Spondula now has a identity verification infrastructure that can grow alongside the business, eliminating the need for costly process redesigns as user volumes increase.

STRATEGIC VALUE

A Foundation for Long-Term Growth

For Spondula's leadership team, the value of the partnership extends beyond compliance.

By leveraging Shufti's identity verification infrastructure, the company has accelerated time-to-market while avoiding the cost and complexity of developing these capabilities internally. This allows resources to remain focused on innovation, customer acquisition, and international expansion.



With identity verification already supporting users across 27 countries, Spondula has established a compliance framework that can scale as it enters new markets without requiring significant changes to its onboarding process.

As regulatory expectations continue evolving across the payments industry, having a scalable identity verification framework in place provides a strong foundation for future growth and helps ensure the Spondula network can adapt efficiently to new requirements.

CUSTOMER EXPERIENCE

Collaborative, Responsive, and Well Supported

Spondula describes its experience working with Shufti as collaborative, responsive, and well supported throughout both implementation and ongoing operations.

The company particularly highlighted the accessibility of Shufti's technical and account management teams, noting the value of having direct access to knowledgeable specialists during the beta phase of the platform. This support helped ensure a smooth rollout while providing confidence that future operational and compliance needs could be addressed quickly.

The combination of responsive support, rapid identity verification performance, and a frictionless onboarding experience has helped Spondula build customer trust from the outset while maintaining strong compliance standards.

Rather than acting solely as an identity verification provider, Shufti has become an important infrastructure partner, helping Spondula build a trusted, scalable global payments network while maintaining a strong focus on user experience and regulatory compliance.

CLIENT TESTIMONIAL

“

Shufti has provided Spondula with a reliable, scalable, and globally capable identity verification solution that allows us to grow with confidence while maintaining strong compliance standards.

Wael El Hajjar, CTO & Founder @



FUTURE OUTLOOK

Scaling With Confidence

As Spondula continues expanding its global payments network, identity verification will remain a foundational component of its growth strategy.

The company expects its partnership with Shufti to support future growth by providing the global identity verification, scalable infrastructure and international document coverage needed to onboard users across new markets. Looking ahead, Spondula sees opportunities to further streamline onboarding, strengthen risk management processes, and leverage emerging innovations in identity verification and fraud prevention.

With a scalable compliance foundation already in place, Spondula is well positioned to pursue its long-term growth ambitions while maintaining the security, trust, and compliance standards expected from a modern payments platform.



Scalability



Compliance Capabilities



Global Coverage

Ready to Build Your Own Compliance Foundation?

See how Shufti helps businesses verify users faster, reduce fraud, and meet compliance requirements with confidence.

[Book a Demo](#)

SALES@SHUFTI.COM

WWW.SHUFTI.COM