

Case study →

No More Passport Copies thanks to ID Proof at Balans Staffing Agency



“No more passport copies for us”

The flex industry can feel relieved: digital identification is now unencumbered. A recent legal change puts an end to the requirement to request and retain physical copies of identity documents. “No more passport copies for us,” says Patrick de Haan of the staffing organization Balans, which has opted for ID Proof by Signhost. “We now have much more time for what we’re really good at.”

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Since last year, online identification has become legally valid, thanks to an amendment to the Anti-Money Laundering act (AML). This legal change removes all barriers to electronic identification, a groundbreaking development for all fields where collecting and storing 'passport copies' has been a traditional headache.

Boosting digitalization

The ability to identify individuals online is a significant boon for the flex industry, given the administrative complexities involved in labor mediation. In this industry, where staffing agencies are constantly seeking ways to streamline their processes, digital signing has long been a concept. But how convenient would it be if candidates could identify themselves remotely using their smartphones, with employers only using and storing the data they truly need?

Organizations now have this capability, thanks to innovative solutions like ID Proof. "This tool for online identification has really accelerated our digitization efforts," says Patrick de Haan of Balans, specializing in labor mediation in the laboratory and process technology sectors. This staffing agency maintains a database of over 95,000 people, along with all the administrative tasks that come with it.

Reducing Paperwork

One of the significant challenges in the daily work of Balans employees was the fact that this nationally active organization has only four branches, located in Arnhem, Eindhoven, Leiden, and Rotterdam. "For a candidate in Groningen, Arnhem is the closest branch. It often happened that (candidate) temporary workers did not want or could not travel all the way to Arnhem to complete all the administrative procedures. That is one of the reasons we transitioned to more digital work, aside from our desire to reduce paper files. We were already using Signhost's digital signing solution. Our satisfaction with that collaboration led us to choose ID Proof."

Benefits Immediately

Evident in Practice Half a year later, the solution fully meets the staffing agency's expectations. "Identity verification is an essential part of our goal to digitize everything," explains De Haan. "We see the efficiency benefits of online identification immediately in practice. For our workforce, we have a template in our portal where candidates need to sign a withholding tax form and upload their CV, for example. Now, the passport check is also included."

Passport-Selfie Check

Signhost is a one-stop-shop for solutions related to digital evidential value, including digital signing and online identification. ID Proof allows organizations to verify new customers or relations through a passport-selfie check, taking a photo of the legal identity document and one's face using a smartphone camera. Identity verification is also possible based on locally available electronic identities. With each transaction, ID Proof creates a dossier with independent evidence, enabling organizations to meet regulatory requirements. It is possible to fully integrate this solution into existing systems.

Reduced Error Sensitivity

According to De Haan, Balans employees experience every day how ID Proof prevents additional steps and reduces error sensitivity. "As a mandatory part of the process, it's virtually impossible to make mistakes. Without completing the ID verification steps, you cannot sign the contract. This means temporary workers must no longer come to our office, often from afar, to provide a passport copy. Yet, we still perform a thorough check on the validity of a passport or ID card. Of course, we could do that ourselves, but digital verification adds an extra layer of assurance.

It's convenient for both us and the candidate."

De Haan explains that Balans have currently "digitized everything," reaping the benefits of critical time savings in mandatory administrative tasks that few people genuinely enjoy doing. "This allows us to devote more time to the work we excel at, which is matching our clients and candidates."

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+31 (0)23 737 0046
info@signhost.com

