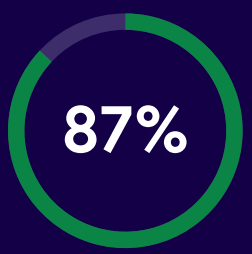
Casino.si

Reception ID checks moved online, with players verified in **under 60 seconds**



approval rate
for players completing automated ID and age verification



onboarding time
for ID verification, including document and biometric checks

A Quick Intro

Casino.si is a Slovenian iGaming brand operated by Casino Portorož d.d. Alongside its online platforms Casino.si, Supercasino and 777casino, the company runs three land-based casinos: Grand Casino Portorož, Grand Casino Lipica and Grand Casino Mons Ljubljana. Its roots go back to 1913.

Casino.si launched in December 2025 as the company's first online casino. Each of the iGaming hub's brands kept its own identity, but all shared the same commitment to responsible gaming and regulatory compliance. In the land-based casinos, staff checked IDs manually at reception.

Online, those checks had to run automatically, with every player and their age confirmed in seconds:

> **"We needed to move from a land-based environment to online operations, which meant finding a reliable way to perform the checks that would traditionally take place at reception."**
>
> **Ksenija Bezek**, Head of Online Operations at Casino Portorož

The Challenges

Casino.si needed a KYC solution that could verify the player's identity and age, detect duplicate accounts, confirm that the person registering matched the submitted ID and identify vulnerable individuals who show signs of potentially harmful play.

The new, automated IDV system also had to detect:

01 Underage users attempting to access the online casino

02 Document tampering and forgery, including AI-related fraud

03 Multi-accounting and KYC bypass attempts, whether due to fraud or bonus abuse

04 Previously blocked or restricted players trying to re-register

Since most players came from Slovenia, the KYC solution also needed to recognize a wide range of local ID documents and accurately process Slovenian personal details to maintain high acceptance rates.

Before switching to iDenfy, Casino.si faced three main challenges:

- **Accurate recognition of Slovenian names.** The OCR system struggled with local characters such as Č, Š, and Ž, making it difficult to match player details with their identity documents.
- **Longer verification times.** Name mismatches and false positives created unnecessary friction, delaying approvals for legitimate players.
- **Detecting restricted players.** Casino.si needed automated checks to identify underage users, duplicate accounts, and previously blocked or vulnerable individuals attempting to register again.

The character recognition issue was particularly important. When a verification system misreads or drops Slovenian characters, the name extracted from an ID may not match the details entered during registration. As a result, legitimate players can fail verification simply because of how their names are spelled. These cases then require manual review, slowing down onboarding and increasing the compliance team's workload.

The requirements remained the same when Casino.si moved its verification process online:

> "Correctly recognizing and processing these characters was essential for matching players' personal details with their identity documents."
>
> **Ksenija Bezek**, Head of Online Operations at Casino Portorož

- Every identity check previously performed at reception still had to take place, but now without staff physically present at the desk.

The Solution

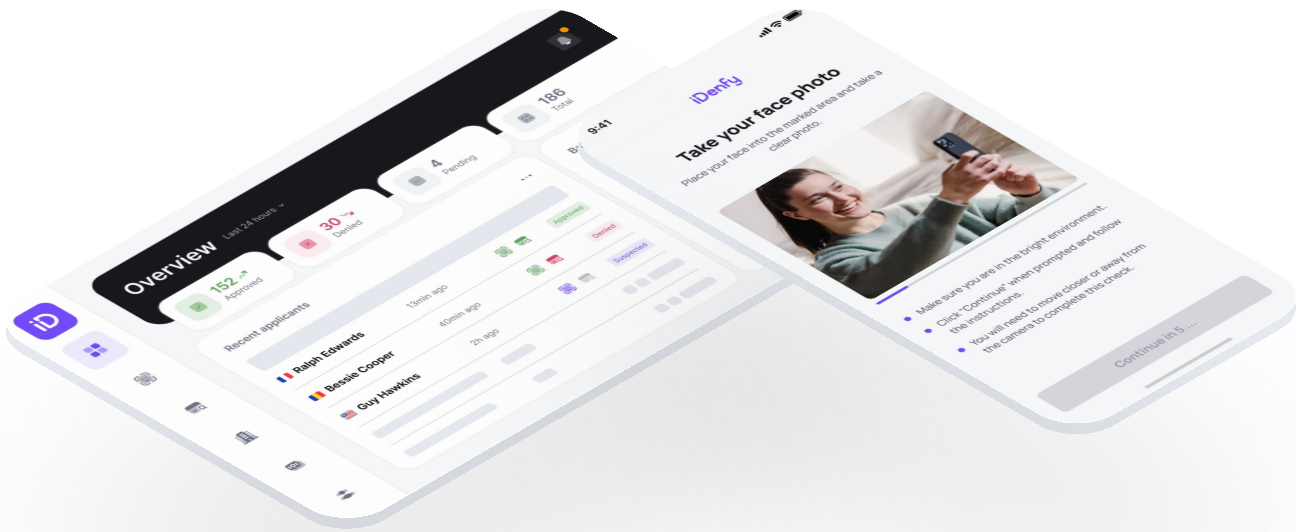
Instead of building an iGaming verification system from scratch, Casino.si integrated iDenfy's identity verification software and set up its onboarding workflows using three key features:

01 **ID document verification.** Automated data extraction and validation from the player's ID, including confirming they are of legal age.

02 **Biometric verification.** A selfie check with liveness detection confirms the person presenting the ID is live and present, blocking deepfakes.

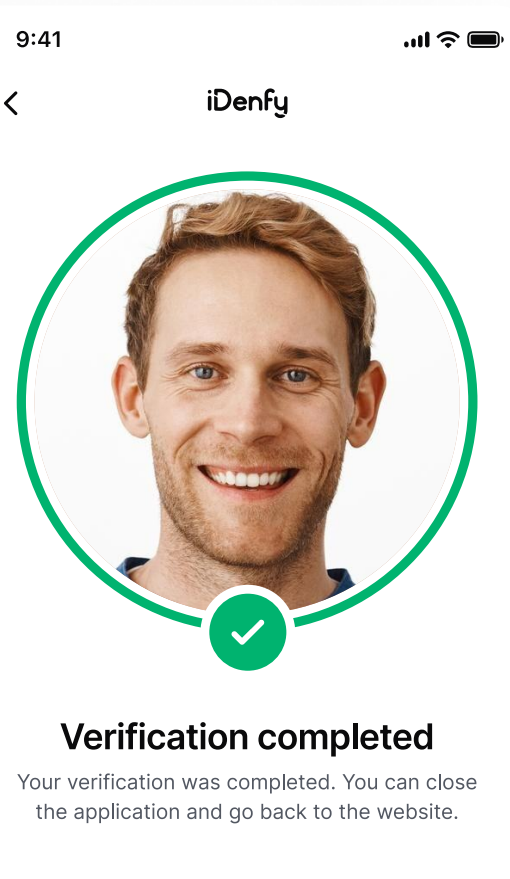
03 **Custom workflow configuration.** Internal blocklists and background duplicate detection stop underage, vulnerable and blocked players from onboarding.

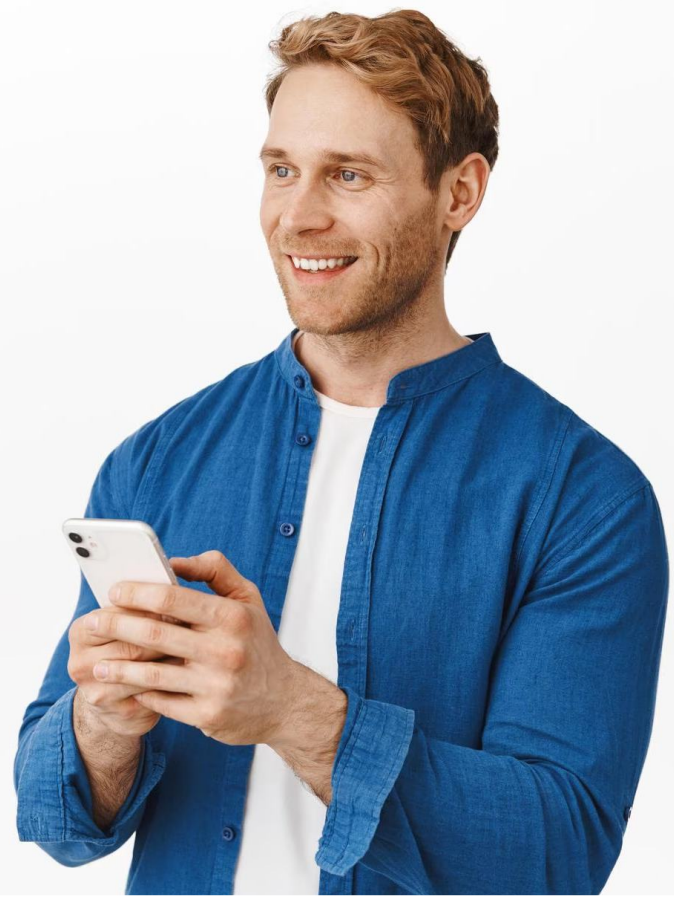
Duplicates are detected for both faces and ID documents, stopping repeat sign-ups aimed at claiming promo offers more than once. Mismatches are flagged automatically, with high-risk applicants routed to manual review and low-risk, of-age players approved instantly. Every verification, including failed ones with reason codes, is logged in the dashboard as a complete audit trail.



Why iDenfy?

- ✓ Accurate recognition of Slovenian characters
- ✓ Internal blocklists and duplicate player detection
- ✓ Industry-specific iGaming and player onboarding experience
- ✓ Complete compliance and workflow customization
- ✓ Easy integration and ongoing support after launch





> “We were establishing a new online process rather than replacing an existing one. For our needs, iDenfy proved to be the best solution to that challenge. It helped us bring identity verification into the digital environment, supported by a team willing to understand and address our specific requirements.”

Ksenija Bezek, Head of Online Operations at Casino Portorož

The Results

By integrating iDenfy, Casino.si moved its traditional, manual reception identity checks to a fully automated, two-step online flow with AI-powered ID document and biometric verification, keeping the same responsible gambling standards as its land-based casinos.

With iDenfy, Casino.si achieved:

<60 sec

onboarding flow

for full IDV checks

87%

approval rate

with compliant age verification built into player onboarding

- **Fewer verification errors** through accurate OCR of Slovenian names, cutting unnecessary manual reviews
- **Responsible gambling controls** through internal blocklists and duplicate player detection

iDenfy also adapted its software so Slovenian names are read correctly, meaning legitimate players no longer fail verification because of how their names are spelled.

As Casino.si grows, iDenfy's global document coverage lets it onboard players from new markets without switching providers.

> "Having a partner willing to address a specific local requirement has been particularly valuable to us."
>
> **Ksenija Bezek**, Head of Online Operations at Casino Portorož

See iDenfy in your onboarding flow

Book a demo and we'll walk you through ID, age and duplicate checks.

Book a demo