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Voice Biometrics Vendor Survey and "IntelliView" 2012

The market for voice biometrics-based solutions has matured significantly in the past year. In this document Opus Research compares the products and strategic position of a select group of solution providers and presents structured analysis that should benefit decision makers planning to introduce speaker verification in their contact centers or on mobile devices or networks.

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Assessing Leaders in a Maturing Industry

This document is the first map, or "IntelliView," designed to display the relative strengths of selected voice biometrics technology providers based on their products, positioning and prospects for solving market requirements in the fast-evolving voice biometrics marketplace. For more than a decade, Opus Research has tracked the development efforts of a small community of companies as they defined the market for voice biometric-based products and services. At the turn of the century, a handful of financial institutions, led by Charles Schwab, and electronic retailers, like Home Shopping Network (HSN), made pioneering moves by incorporating caller authentication into their customer care workflows.

In 1999 there was no "Voice Biometrics Industry." Instead, a cadre of entrepreneurial technology providers joined with leading interactive voice response (IVR) and speech processing platform providers to bring the best available solutions to their prospects and customers. Twelve years later, market forces have taken over, resulting in the inevitable market concentration (roll-ups), coupled with increasingly mature solution sets. Today, Opus Research assesses eight solutions providers. All are worthy candidates for evaluation and deployment by companies that plan to use the recognition of the unique aspects of a person's voice among the mechanisms to reduce fraud, promote secure commerce and foster trust between parties in online or mobile transactions.

**For Information on Ordering the Full Report Contact:
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