









Automated Password Reset, A Case Study

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Allianz & LumenVox



-  16 Year Working Relationship (since 2003)
-  More Than 30,000 Employees Enrolled in the System
-  Voiceprints in Several Languages
-  24/7 Cross Channel Telephony Availability
-  Rapid Voice Authentication for Immediate Reset
-  Currently Rolling Out to Other European Allianz Subsidiaries

Allianz 

 LumenVox

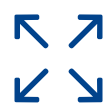


LumenVox Password Reset

Automate Password Resets with Biometrics,
User – Specific Security Questions & SMS One-
Time PIN



Packaged Application Components from LumenVox



Multiple Authentication Channels: Phone, Web Portal, Mobile Application



Support for Voice Biometric Modalities



40+ Pre-Built Connectors Including Active Directory, LDAP, SAP, IBM Host and Others



On-Premise or Cloud Hosted





24 / 7 Availability

Perfect for International Organizations

On the go or traveling employees can reset their password or unlock their account at any time, day or night, without assistance from help desk staff



Why Password Reset?



Advantages of Password Reset



Savings

Save up to \$70 per password reset request (ROI within the first year!)



Fast

Reduce the time needed for password reset to less than 2 minutes



Highest Security

Improving the level of security with up to 3 factors for authentication



Integration






Simplified integration with your directory platforms and IVRs





Pre-Login Password Reset

Password Reset or Account Unlock Directly
from Windows Login Screen

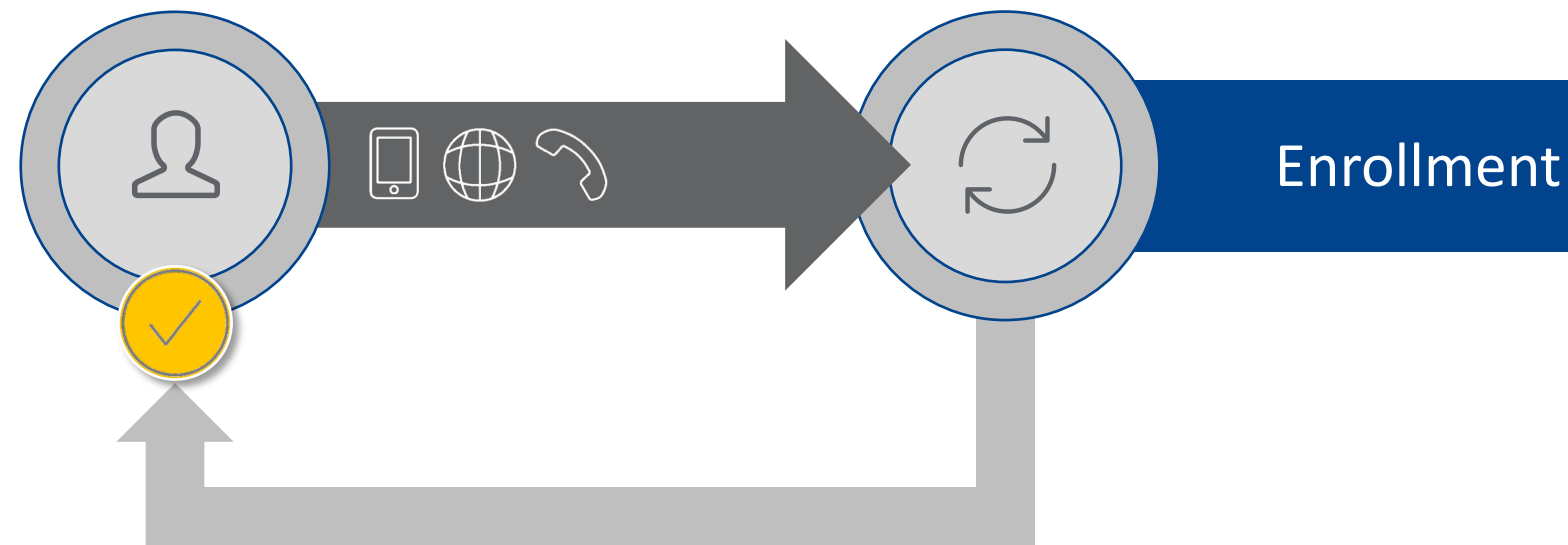
-  Simplified Installation Using “Group Policy Remote Deployment”
-  Gives IT Manager Complete Control
-  Designed to Work Even if the User is Locked Out
-  Uses Enrollment Data From Existing Password Reset Application (no additional user registration is needed): voice authentication, security questions, one-time PIN via text message
-  Full Support for Windows 7 and Windows 10

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 **LumenVox**

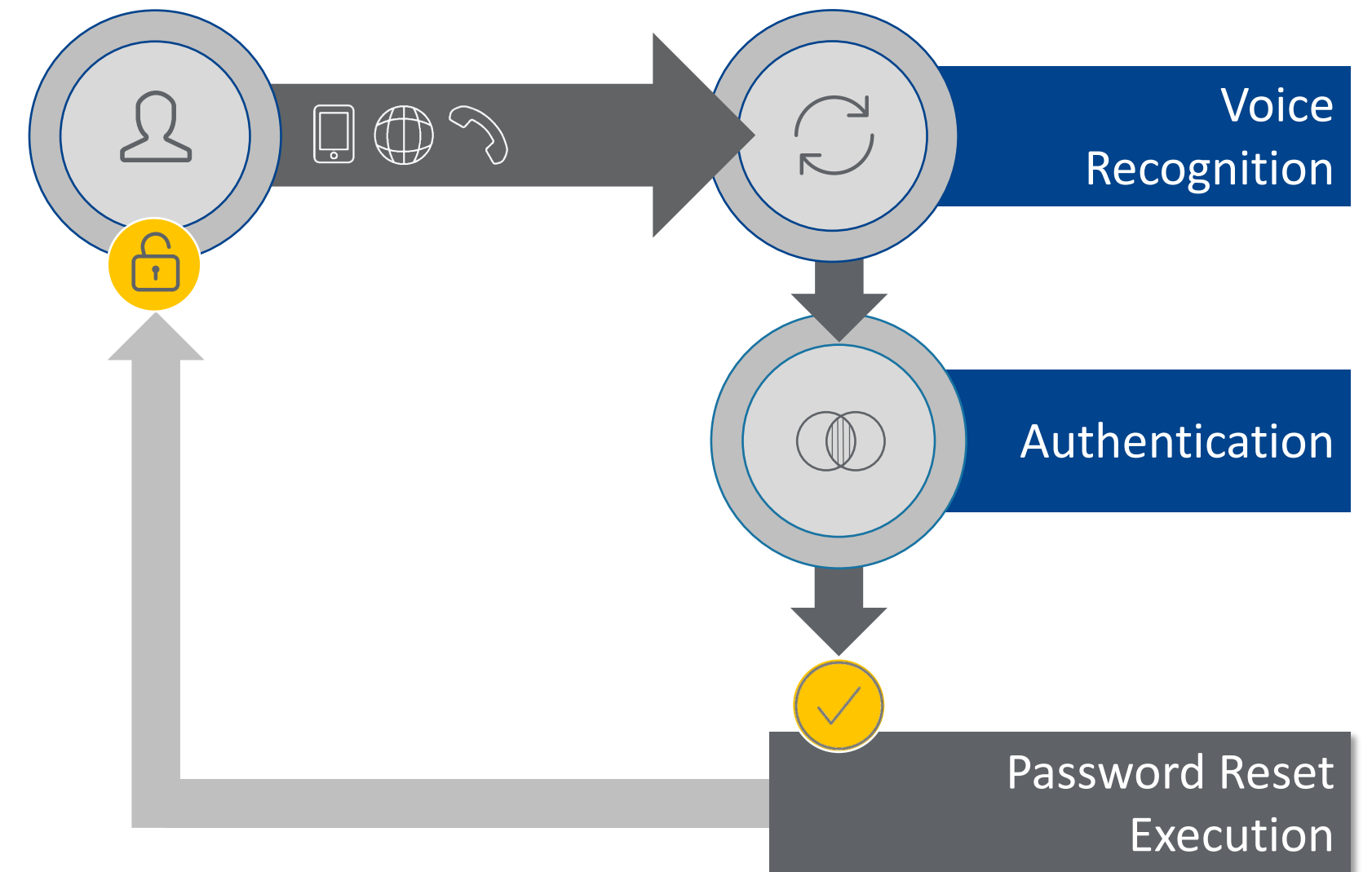
First Time Enrollment

Easy, fast and without Help Desk Support



Account Recovery

Less than 2 min, 24/7



How Does it Work?

Automated Password Reset

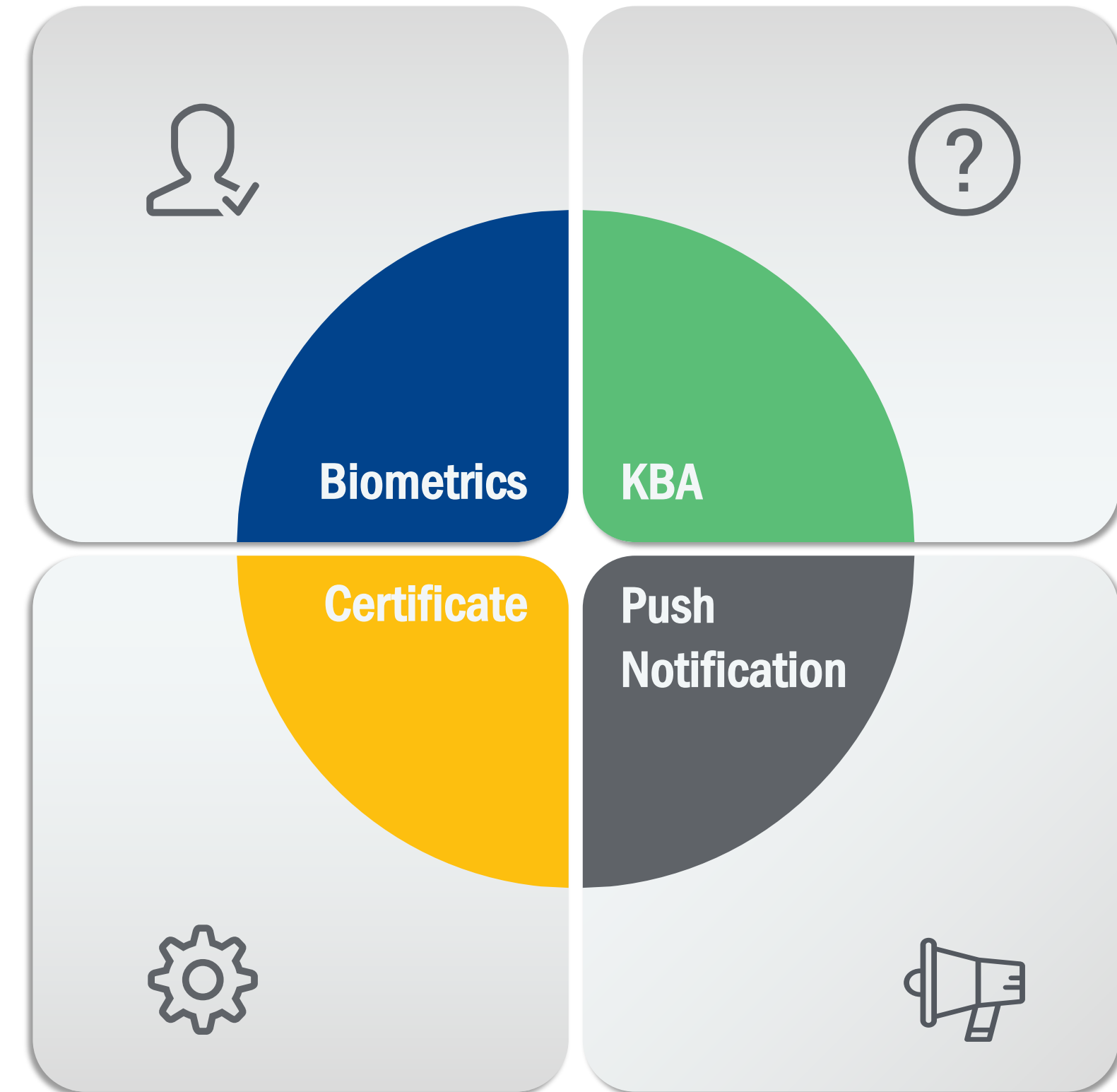
Workflow driven automated password resets and account unlock self-service using multifactor authentication (factors are based on customer needs).

Biometrics: Something you are (voice, face...)

KBA: Something you know (knowledge-based authentication)

Push Notification: Something you have (mobile device, email...)

Computer Certificate: Something you have and know



How Does it Work?



Multifactor Authentication



Mix & Match Any Features
For a completely Multi-Factor
authentication solution

Something You Are

Voice Biometric Authentication
Face Recognition

Something You Have

Outbound Email Authentication
Outbound Phone Call
Outbound SMS / Text Message
Mobile Application Push
Inbound Caller ID Authentication
Device Certificates

Something You Know

Password / PIN
Authentication against: Active
Directory, LDAP, SAP, etc.
Knowledge Based Authentication



Authentication



Agent



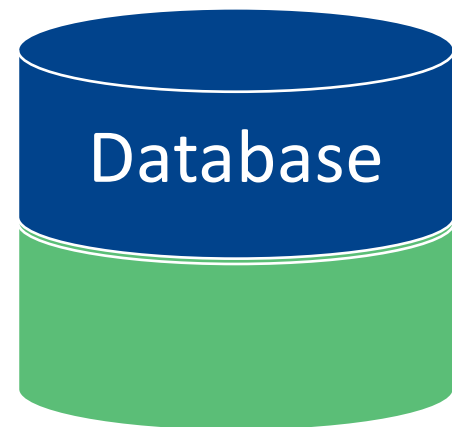
IVR



Web

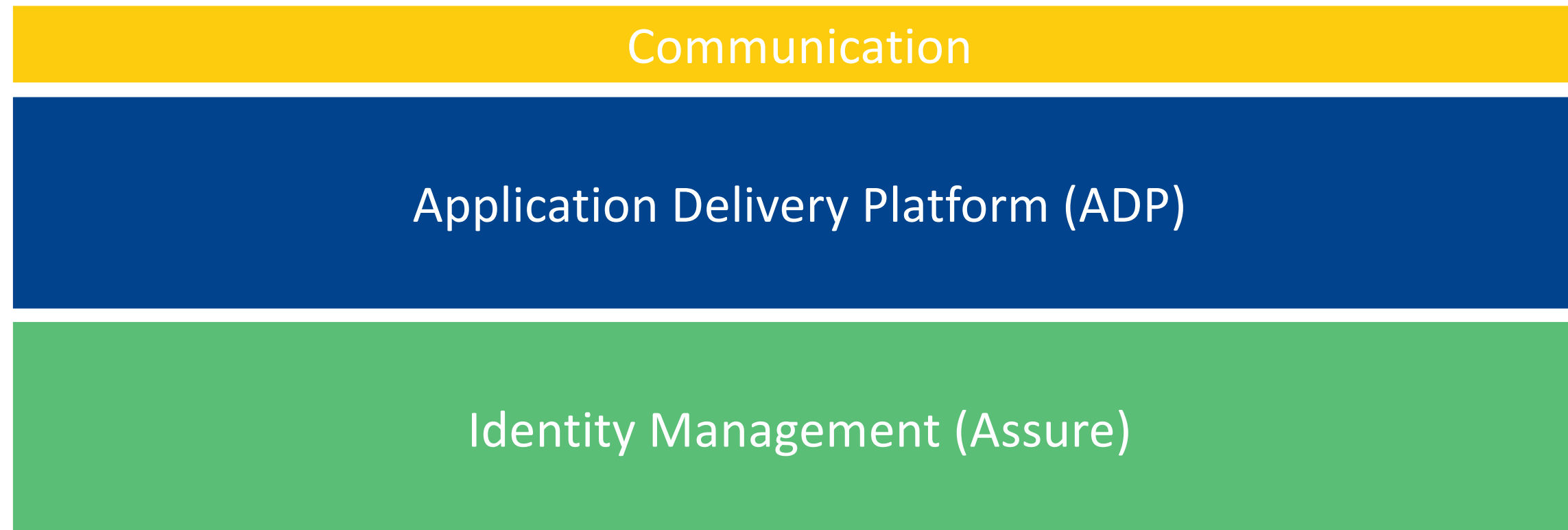


Mobile



Database

Biometric Data



APIs

Workflows

Enrollments &
Authentication



Infrastructure Components



Application Delivery Platform

Creates Work Flows

Can integrate seamlessly with your existing IVR (Aspect/Voxeo, Avaya, Cisco, Genesys, or any other SIP-based platform) or can function as a standalone solution



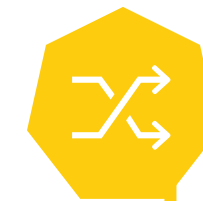
Identity Management

Voice Biometrics Engine

Supports enrollment and authentication

Web and mobile interfaces

Facial recognition



Connectors

Connect to Backend Business Systems

Active Directory

LDAP

IBM

SAP

and others