Voice Biometrics
100m+ Successful Authentications

Brett Beranek, Solutions Marketing Manager

Nuance Leadership

$1.7 billion

in FY12 revenue with 28% CAGR FY 06-12

1st

in virtual agent deployments

1st

and only virtual assistant that spans IVR, Mobile, Web and more

7.5+ billion

conversational interactions handled per year

4.5 billion

mobile transactions annually

600 million

Web conversations and growing

30m+

Voiceprints in use by our customers

100m+

Successful voice biometric verifications in 2012

800

solution experts worldwide

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One Credential for Multiple Applications

Secure **employee to employee** ID validation

Secure **mobile app** authentication

Secure **web payments**

Centralized Voice Profile

Secure **contact center** authentication

Secure **high-risk credit card** transaction

Automated **password** reset

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Highlighted Voice Biometric Deployments
Financial Institutions

BARCLAYS WEALTH

http://www.computerweekly.com/news/2240179218/Barclays-streamlines-phone-banking-with-voice-biometrics

leumi לאומי

http://security-today.com/articles/2010/05/12/israeli-banks-voice-biometrics.aspx

nab

http://www.zdnet.com/au/nab-touts-voice-as-superior-biometrics-over-fingerprints-7000007637/

TD Waterhouse Wealth of Experience

http://www.bloomberg.com/apps/news?pid=newsarchive&sid=aF9oH5v36.Mo

Vanguard

http://www.cio.com/article/686441/2011_CIO_100_How_Three_Companies_Are_Using_IT_to_Rethink_Consumer_Services

BNI

http://security.networksasia.net/content/indonesias-bni-deploys-mfa-password-reset-ease

Eastern Bank

http://voicebiocon.com/2013/03/12/nuance-targets-password-reset-technology-for-small-and-mid-sized-businesses/

bank hapoalim

http://www.businesswire.com/news/home/20100415005768/en/Top-3-Israeli-Banks-Roll-Customer-Facing

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Highlighted Voice Biometric Deployments Telcom

T··Mobile·

http://voicebiocon.com/2012/07/13/making-inroads-into-eastern-europe/

TURKCELL

http://www.turkcell.com.tr/c/docs/announcements/announcements_20120302_GlobalBilgi_Voice_bio_and_satisfaction.pdf

MTSallstream

http://enterprise.alcatel-lucent.com/private/active_docs/customer_references/SS_NA_MTS_Allstream_Consulting_screen.pdf

vodafone

http://www.speechtechmag.com/Articles/?ArticleID=67963

AUSTAR

http://www.computerworld.com.au/article/186527/austar_outfoxes_its_rival_biometrics_solution/

POLSKA TELEFONIA CYFROWA S.A.

http://www.algotech.eu/news/news.html/8_170-t-mobile-as-the-first-in-poland-has-launched-a-voice-biometrics-based-service/2

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IVR Authentication Example

TD Waterhouse
Wealth of Experience

- Over **97%** successful authentication rate
- **70%** of their customer base **enrolled** within 6 months of launch
- Reduced AHT by over **22 seconds**
- **Reduced call center fraud** over PIN-based authentication

KEY DEPLOYMENT STRATEGIES

Opt-Out Enrollment all callers are sent through the authentication process	All callers are asked for a second authentication factor, in this case a **secret date with a hint**	**Agent incentives** were provided incentives to enroll callers.

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TD ID&V Process

Speak Phone Number

Provide Secret Date
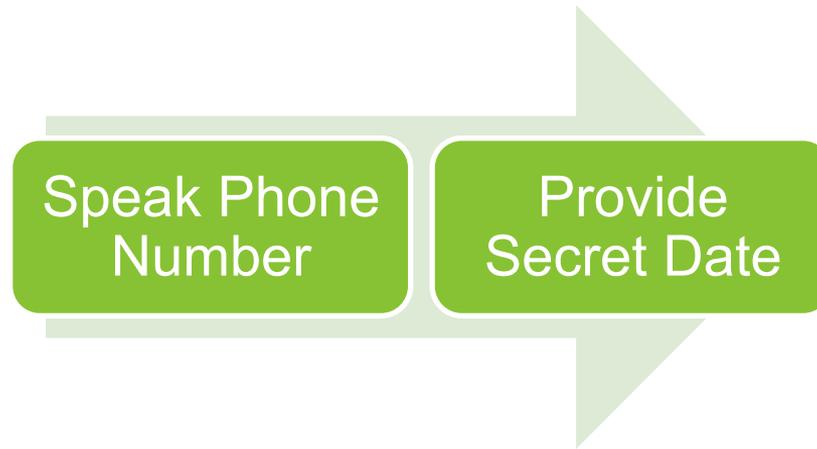
Two-Factor authentication process compliant with FFIEC Guidelines

Marketing voice biometrics to their customers, TD Waterhouse **differentiates their services** from their competitors and gains a competitive advantage.

Use of Voice Biometrics in Advertising by Telcos
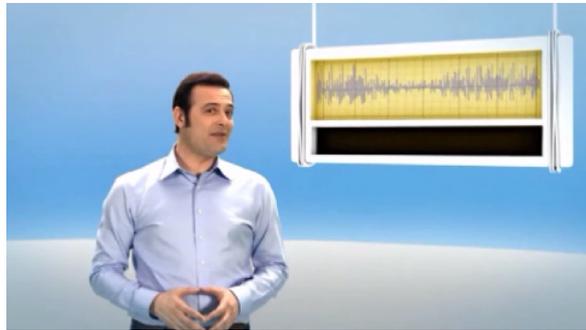
Call Center Authentication Example

BARCLAYS

"Our people love it, our Customers love it and it is delivering improved cost to serve."

**Pete Mileham
Vice President, Barclays**

- **Improved Customer Experience: 93%** of customers scored system at least 9 out of 10 for speed, ease of use and security

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Agent Authentication
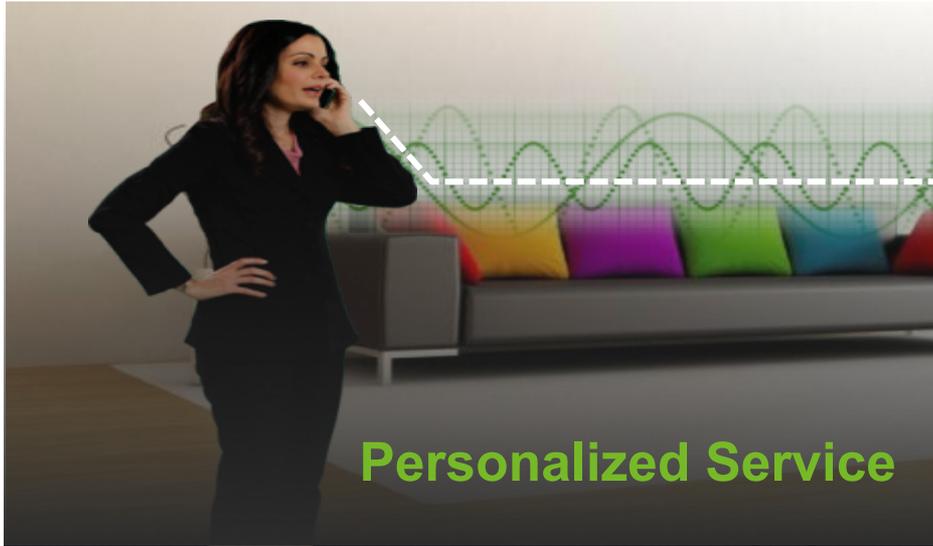
Personalized Service

VB Bank

Account Holder: Carol Foster
Account No: 4756-95786

ID Verified ✓
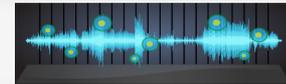
Transfer Amount: $10,000
Transfer to Account: 26-798-11

FreeSpeech™

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Fraudster Detection
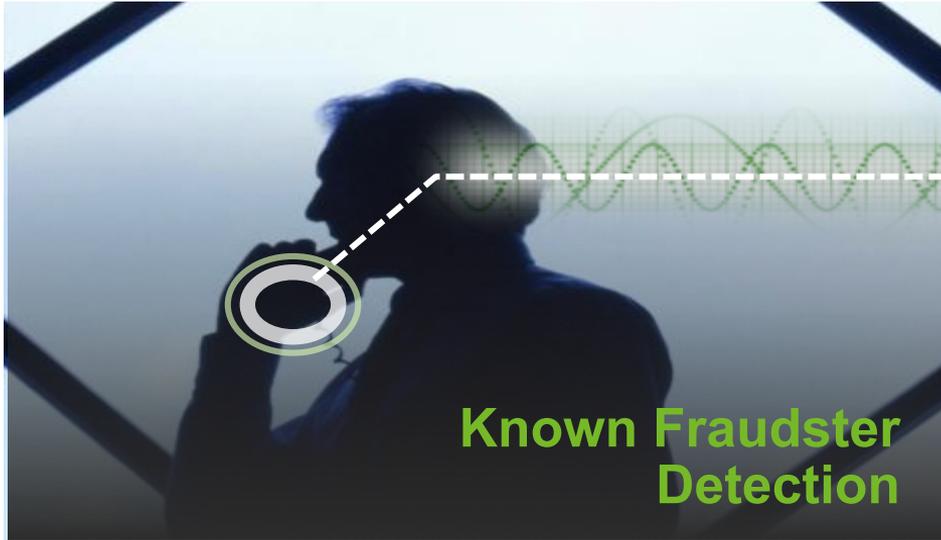
Known Fraudster Detection

FraudsterX

ID VERIFIED

"For the employee, FastReset eliminates the frustration of forgotten passwords and security questions, which we've all experienced. And for the organization it cuts costs by automating the process, allowing the help desk team to focus on more complex call types. It's really a win-win for all of us."

Don Westermann, CTO, Eastern Bank

Why VB for the Mobile App?

- Increase self-serve usage by reducing authentication failure rates

- Add self-serve high-risk transaction capabilities

- Enroll customer voiceprints for use within other channels

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Nina in Banking App Scenario

VB for the Web - illustrated

"Yes, I authorize this transaction"

Username + Password =
1st Factor of authentication

Out-of-band Phone =
2nd Factor of Authentication

Voice Biometrics =
3rd Factor of Authentication

More Secure than Alternatives
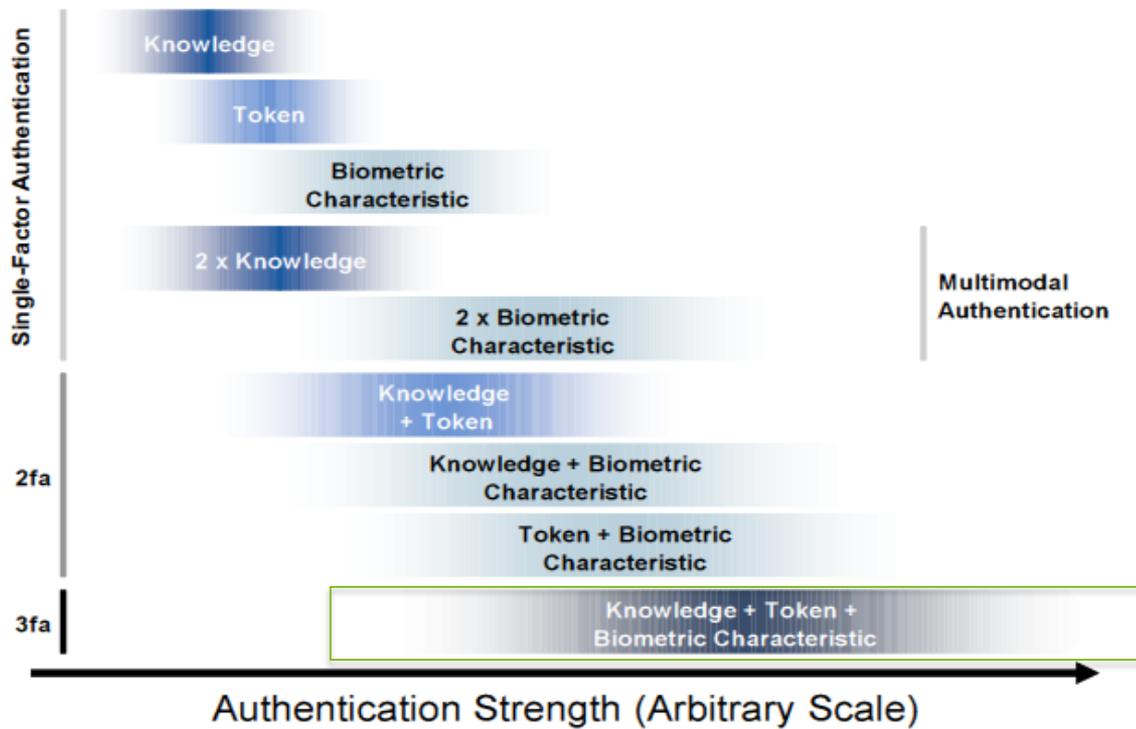
Source: Gartner (September 2011)

Why are Enterprises Deploying Voice Biometrics?

- Customers Love It!
  - Improved customer retention
  - New customer acquisition

- VB security benefits are proven
  - Consistently reduces fraud over PIN, password or Q&A

- VB financial benefits are compelling
  - Improved self-service, reducing call center costs
  - Increased revenue (with agent handled calls)

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90%

prefer **voice biometrics** over alternative authentication methods

More Secure than Alternatives

Security Vulnerability	PIN	Security Questions	Voice Biometrics
Brute Force Attack	Medium 10%+ success rate	N/A	Low 0.1% to 0.5% success rate
Credential Sharing	High 100% success rate	N/A	Low 0.5% to 2% success rate
Hacking	Low	Low	None 0% Success rate
Phishing	High 72% success rate	High 72% success rate	N/A
Vhishing	Medium	Medium	Low 0.5% to 2% success rate
Credential Reset	High	N/A	Low
Internet Search	N/A	High	N/A
Social Engineering	N/A	High 67% success rate	N/A

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Key Benefits for the Enterprise

Reduced Calls to the Call Center

Reduced Average Handle Time (AHT)

Increased Revenue Through Higher Upsell Close Ratio

**Increased Customer Satisfaction –
Improved Customer Retention and New Customer Acquisition**

Increased Agent Satisfaction – Reduced Employee Turnover

Reduced Fraud

Voice Biometrics
Easy - Secure - Cross-Channel Authentication