Opus Research
Voice Biometric Conference

London, 19th November 2014

Company Overview

- Global provider of voice biometrics **technology and solutions**

- About Us
  - Established in 2000 in Munich
  - Publicly listed on the Toronto Stock Exchange starting December 2014
  - HQ in Canada with offices in USA, Germany, and UAE

- Certification
  - ISO 9001 Certification
  - Common Criteria Certification – first security certificate in Voice Biometrics

- Partnerships
  - CRIM exclusive partnership – Renowned biometrics research institute
  - BioID – Multimodal authentication

VoiceTrust Solutions

VoiceTrust Platform

VOICETRUST

- **Open, flexible, and scalable**
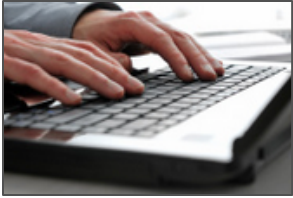 - Plug-and-play functionality, supporting:
    - VT voice algorithms
    - Legacy competitors' algorithms and tools

- **Multimodal**
  - Supports other biometric authentication modalities
  - Also supports other authentication factors including knowledge-based and token / device / OTP

- **Value Proposition**
  - Protect investment in existing voice/telephony technologies by reusing them within the VT platform
  - Less professional services required for integration. Connectors available for common IVR systems
  - Plug in the latest technologies quickly and inexpensively

Voice Biometrics Solutions

Self-Service Password Reset

Automate routine password resets for your customers and employees

- Save $10-$15 per password reset request
- Increase productivity of help desk and users
- Enhance security of IT processes

Caller Authentication

Prevent fraud in your call center and deliver a more convenient caller identity verification experience

- Reduce handle time by an average of 20 seconds
- Deliver a convenient authentication process to your customers
- Generate cost savings from fraud prevention and productivity

Voice Biometrics Solutions

Proof-of-Life™

Prevent fraud and overpayments in pension funds and other government to person (G2P) payment programs

- Remotely verify pensioners to prevent fraud and overpayment
- Shorten payment line-ups to reduce administrative workload
- Save pensioners the need to commute or wait in line

Voice Login

Protect access to mobile, web, and desktop applications with a voice-based security layer
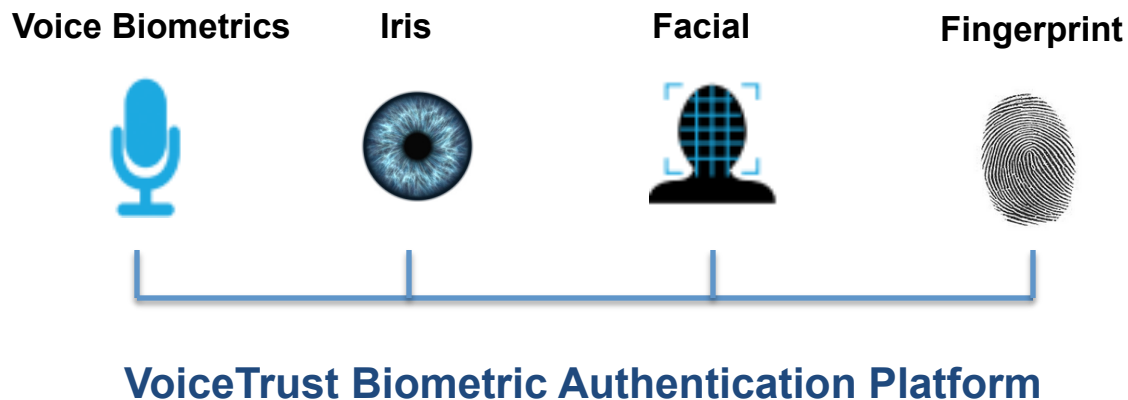
- Deliver a more convenient user login experience
- Strong authentication and protection against stolen credentials
- Save costs from higher customer retention and acquisition

Case Study Password Reset

VOICETRUST

Deutsche Post DHL

Company	The world's leading postal and logistics services group.
Business Problems	• Password reset process took over 4 hours • Employee productivity impacted • Burden on helpdesk from repetitive reset requests
Solution	• **Automated password reset** using voice biometrics • Employees reset their own password 24/7 • Reduces need for manual helpdesk agent support
Impact	• Over **100,000 hours of productivity** gained per year • Helpdesk **costs reduced by 16%** • Password reset process **reduced to 1,5 minutes**

Multimodal Authentication

- Multiple biometric modalities integrated into a single agnostic authentication platform:

  – Voice biometrics

  – Facial recognition w/ liveness detection

  – Iris

  – Fingerprint

| **Voice Biometrics** | **Iris** | **Facial** | **Fingerprint** |

VoiceTrust Biometric Authentication Platform

Multimodal Authentication

- Higher security levels through multiple authentication modalities and multifactor authentication

- Customer-focused convenience

- Overcomes limitations of any single biometric:
  - Voice in a noisy environment
  - Fingerprint when ridges are very thin or worn
  - Iris and facial recognition in low light conditions

- Out-of-band solution that works in any channel – mobile, telephony, online

Thank You for Your attention!

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