State of Intelligent Authentication & Fraud Prevention 2021

Themes and predictions from a survey of 250 identification and authentication executive decision makers

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Opus Research recently surveyed 250 executive decision makers from multiple industries in the U.S. , Canada, U.K., and Western Europe about business technologies for security, authentication, and fraud prevention. Respondents reported significant changes in fraud activities during the COVID-19 pandemic, accelerating the need for proven customer authentication and fraud detection strategies. Based on the survey data, Opus Research and SymNex Consulting present critical themes and near-term predictions for organizations implementing security technologies and comprehensive enterprise solutions.

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Matt Smallman, Director, SymNex Consulting
Derek Top, Research Director, Opus Research
Dan Miller, Lead Analyst & Founder, Opus Research

Opus Research, Inc.
893 Hague Ave.
Saint Paul, MN 55104

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www.opusresearch.net

›› Table of Contents

TABLE OF TABLES

About SymNex Consulting

SymNex Consulting works with some of the most innovative and customer centric organisations to help them make the case for, design and implement transformational changes to the telephone welcome experience. Delivering dramatic improvements in the ef!ciency, security and convenience of these process through technology, pragmatism and behavioural understanding.

For more information on becoming an Opus Research client or to purchase the report, please contact:

Pete Headrick
pheadrick@opusresearch.net
+1-415-904-7666

About Opus Research

Opus Research is a diversified advisory and analysis firm providing critical insight on software and services that support digital transformation. Opus Research is focused on the merging of intelligent assistance, NLU, machine learning, conversational AI, conversational intelligence, intelligent authentication, service automation and digital commerce.
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