

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



www.opusresearch.net

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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 efficiency, security and convenience of these process through technology, pragmatism and behavioural understanding.

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

About Opus Research

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