

The logo features the word "uniphore" in a bold, lowercase, blue sans-serif font. Below it, the tagline "Speech-based Mobility Solutions" is written in a smaller, lighter blue sans-serif font. The background consists of a dark blue field with a pattern of overlapping, semi-transparent geometric shapes (triangles and hexagons) in various shades of blue and purple. A white horizontal band runs across the middle of the image, containing the text.

**uniphore**  
Speech-based Mobility Solutions

# THE ENTERPRISE SECURITY CHALLENGE

- **75%** of big companies globally have been affected by fraud in the last 12 months
- **50%** of organizations classify themselves as “highly vulnerable to information and identity theft”
- The global cost of fraud and identify theft is now estimated to be over **\$200 billion** per year

## Organizations spending **billions** on solutions, globally

For example, contact centers spend **\$12.4** billion every year in caller verification

- Maximizing support services to avoid fraud
- Repaying huge amounts money to customers whose accounts were hacked

**Is your organization prepared to deal with these threats?**

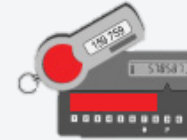
# CURRENT AUTHENTICATION MECHANISM & SHORTCOMINGS



PIN



Questions



Tokens

## INEFFECTIVE - NOT SECURE ENOUGH

- Small PINs are easily stolen, and vulnerable to phishing, smishing and vishing
- Questions can be guessed easily – birthday, home-town etc
- Tokens go out of time-synch

## INCONVENIENT - NOT CUSTOMER FRIENDLY

- Customers have to remember too many passwords, often forget large PINs.
- Customer have to go through arduous questioning process
- Customers loses or misplaces tokens

Does higher security always have to equate to customer inconvenience?

# VOICE BIOMETRICS: SECURING AUTHENTICATION & IMPROVING CUSTOMER EXPERIENCE



**Voice Biometrics** identifies each individual through their own unique voiceprint, which eliminates the hassle of remember and then typing passwords.



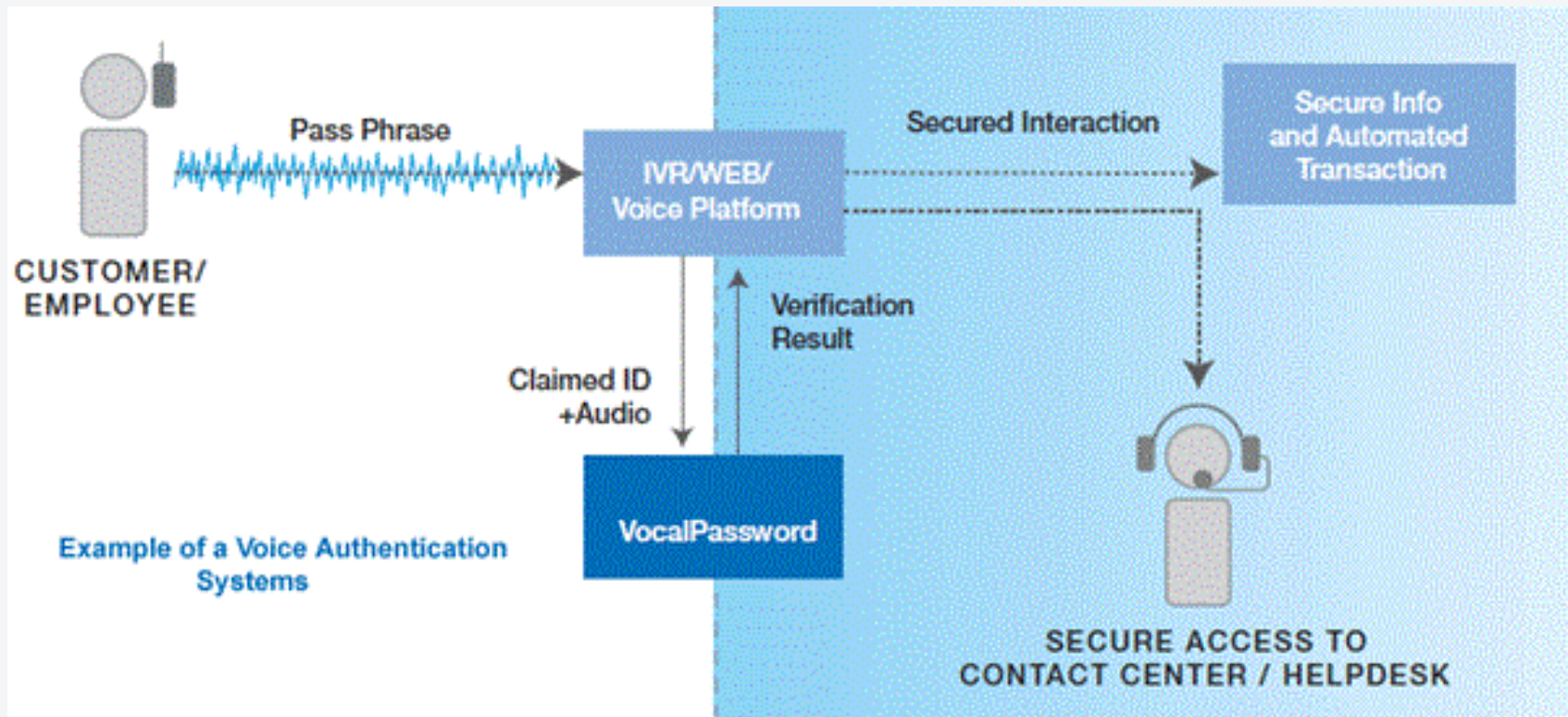
**90%** of users prefer Voice Biometrics over PINs and passwords.

- A speaker's voice is *extremely difficult to forge* since pitch, spectral magnitudes, and format frequencies are not audible to the human ear
- Captures over 30 parameters of an individual's voice
- Reduces identity theft by a factor of up to 200 – hence reducing payouts from the organization

**Voice biometrics** – based authentication tests for *who you are* (Biometric) rather than *what you know* (PIN & Personal Questions).

**ACCURATE. FASTER. RELIABLE. EASY. NON-INTRUSIVE.**

# VOICE BIOMETRICS: FAST & SECURE AUTHENTICATION – NO QUESTIONS ASKED !!!



# ... WITH SIGNIFICANT BUSINESS BENEFITS



20 - 40 SECOND REDUCTION IN AVERAGE HANDLE TIME WITH AGENT

UPTO 10X REDUCTION IN FRAUD IN THE CONTACT CENTER



> 99.995 % success rate with automated authentication

<https://www.youtube.com/watch?v=kWJEHeU8u54>

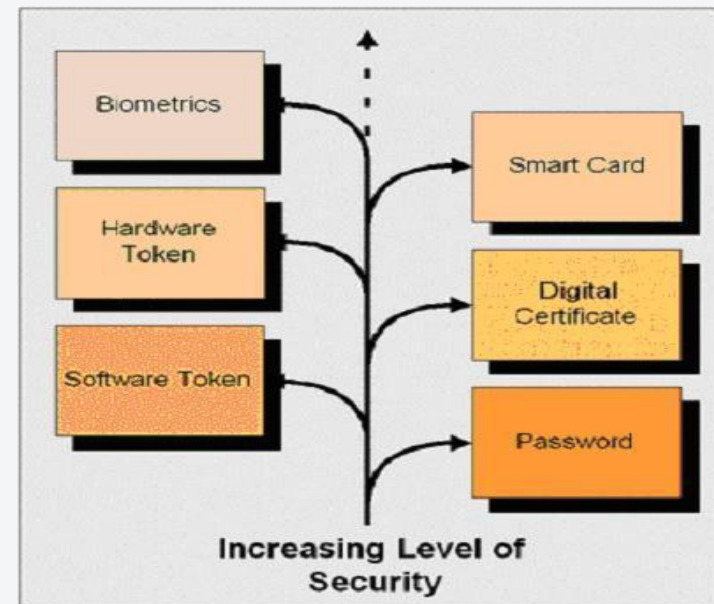
# FEATURES – SUMMARY

Voice biometrics – based authentication tests for *who you are* (Biometric) rather than *what you know* (PIN & Personal Questions)

Users authenticate their identity by simply speaking their passphrase, as the system matches their speech to a stored voiceprint

## KEY FEATURES

- Quick to deploy and seamless integration
- Active Learning: built-in personalised tuning technology
- Enterprise or cloud-based Web API
- Language independent
- 99% accuracy
- Highly scalable





# BENEFITS – SUMMARY

## INCREASED SECURITY:

- **Reduces identity theft** by a factor of up to 200 – hence reducing payouts from the organization
- Liveness detection and playback detection prevent malicious users from bypassing verification using an audio recording

## ENHANCED CUSTOMER SATISFACTION:

- **Easier and faster for customers to gain access** to secure services by way of mobile apps, telephone and Web channels
- Better customer experience and **boosts their confidence** of telephone transactions

## REDUCED CUSTOMER CARE COSTS

- **Reduces agent handling time** through increased automation
- Verification **process can be reduced to a mere 5 seconds**

- > Pioneer in Indian Language **Speech Recognition** and **Voice Biometrics** solutions on a Cloud (*with 2 Patent-pending innovations*)
- > India's leading and only provider of commercially used Voice Biometrics platform used for Banking and Payment Transactions.
- > 6 years old with over 50 paying customers; 1.5 millions end users through our enterprise customers
- > Uniphore's accolades so far include:
  - Gartner's Cool Vendor Award – 2013
  - Deloitte India's Technology Fast 50) - 2012
  - Frost & Sullivan's Entrepreneurial Company of the Year - 2012
  - Red Herring's short-list for its Top 100 Asia Award - 2012



## **Umesh Sachdev – CEO, Uniphore Software Systems**

- Serial Entrepreneur, with multiple patents and publications
- Member of Centre for Science and Technology for Rural India (A DST Body), Member Business Committee Mobile Payment Forum of India



## **Ravi Saraogi - COO, Uniphore Software Systems**

- Vast experience in directing technology teams in initiatives spanning mobile theft security, wireless network development & mLearning
- member of the Mobile Payment Forum of India (MPFI)



## **Ganesh Rajendran – Head of Marketing, Uniphore Software Systems**

- Decade of experience in helping CIOs & IT Heads prioritize and solve business challenges through relevant technology solutions
- Evangelist of SaaS (Cloud) and Mobile solutions



## **Sanjeev Gadre – Advisor, Uniphore Software Systems**

- over 18 years of experience as a global marketer
- Former Director of Marketing for Adobe Inc
- MBA from IIM Ahmedabad & engineering degree from IIT Mumbai



## **Ashok Jhunjunwala - Advisor, Uniphore Software Systems**

- Chair, Mobile Payment Forum of India
- Director on the Board of the State Bank of India, as well as a Board member of several companies, including Polaris, 3i Infotech, Sasken, Tejas, NRDC, and IDRBT



## **Pat T. Pattabhiraman – Advisor, Uniphore Software Systems**

- Extensive experience in Natural Language Processing
- Led teams of speech engineers and computational linguists in the development of speech recognition in 20 languages, and resulting in commercial products deployed on over 8 million devices



# Thank You!

For more information, contact us at [info@uniphore.com](mailto:info@uniphore.com)