Voice Biometrics
100m+ Successful Verifications

Brett Beranek, Solutions Marketing Manager
April 16, 2013
Nuance: Reinventing the relationship between people and technology

- **Intelligent Systems**
  Defining the next generation of human-computer interaction

- **That are Natural**
  Deeply invested in creating effortless and natural user experiences

- **And the most Accurate**
  Best known for rapidly advancing voice-recognition & NLU technology
Nuance Leadership

$1.7 billion
in FY12 revenue with 28%
CAGR FY 06-12

7.5+ billion
conversational interactions
handled per year

30m+
Voiceprints in use
by our customers

1st
in virtual agent
deployments

4.5 billion
mobile transactions
annually

100m+
Successful voice biometric
verifications in 2012

1st
and only virtual assistant that
spans IVR, Mobile, Web and more

600 million
Web conversations
and growing

800
solution experts
worldwide

© 2002-2012 Nuance Communications, Inc. All rights reserved.
Why VB for Mobile?
85% respondents dissatisfied with current authentication.
Consumer frustration associated with passwords, PINs and security questions

- 96% mobile users make mistakes typing a password at least sometimes
- 10% mobile users make mistakes typing a password EVERY TIME
- 48% mobile users have had to reset a password at least once in the past month
- 56% mobile users find it somewhat or very challenging to enter passwords to log-in to apps or websites
- 6% mobile users make mistakes typing a password at least sometimes
- 10% mobile users make mistakes typing a password EVERY TIME
- 48% mobile users have had to reset a password at least once in the past month
- 56% mobile users find it somewhat or very challenging to enter passwords to log-in to apps or websites
90% prefer voice biometrics over alternative authentication methods
Sample VB Mobile App Experience
Why are organizations deploying Voice Biometrics?

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

- **VB financial benefits are compelling**
  - Decreased call center costs
  - Increased revenue (with agent handled calls)

- **VB security benefits are proven**
  - Consistently reduces fraud over PIN, password or Q&A
99.6%

On 20m voice biometric verifications

Authentication success rate with voice biometrics
Independent Security Evaluation

LOW Security Risk

DREAD risk assessment model
More Secure than Alternatives

<table>
<thead>
<tr>
<th>Security Vulnerability</th>
<th>PIN</th>
<th>Security Questions</th>
<th>Voice Biometrics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brute Force Attack</td>
<td>Medium</td>
<td>N/A</td>
<td>Low 0.1% to 0.5% success rate</td>
</tr>
<tr>
<td></td>
<td>10%+ success rate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Credential Sharing</td>
<td>High</td>
<td>N/A</td>
<td>Low 0.5% to 2% success rate</td>
</tr>
<tr>
<td></td>
<td>100% success rate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hacking</td>
<td>Low</td>
<td>Low</td>
<td>None 0% Success rate</td>
</tr>
<tr>
<td>Phishing</td>
<td>High</td>
<td>High 72% success rate</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>72% success rate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vhishing</td>
<td>Medium</td>
<td>Medium</td>
<td>Low 0.5% to 2% success rate</td>
</tr>
<tr>
<td>Credential Reset</td>
<td>High</td>
<td>N/A</td>
<td>Low</td>
</tr>
<tr>
<td>Internet Search</td>
<td>N/A</td>
<td>High</td>
<td>N/A</td>
</tr>
<tr>
<td>Social Engineering</td>
<td>N/A</td>
<td>High 67% success rate</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Testimonial – More Secure

“The ultimate security measure is something you are”
“Voice is actually the most secure” form of identification, he adds, because each person’s voiceprint is unique.

Paul Heller,
Vanguard CIO
Awarded 2011 CIO 100 Award for VocalPassword Deployment
More Secure than Alternatives

Source: Gartner (September 2011)
Final Thoughts

- Voice Biometrics is a mature technology addressing key consumer needs
- The right technology for mobile