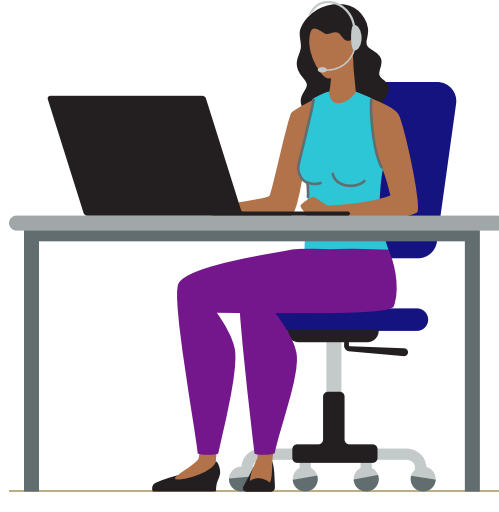


Automate the help desk and increase security



Reduce IT costs, improve productivity, and prevent fraud

IT help desks are inundated with password reset requests from employees. But necessary security measures create a long, frustrating process that often requires a human IT agent. Every minute spent resetting a password means minutes of lost productivity. And every call to the help desk means added costs associated with IT infrastructure and agent time.

With Nuance, you can give employees the ability to securely reset their passwords 24x7 with no IT agents involved. Our conversational IVR and biometric authentication solutions can reliably verify employees in seconds in a completely automated way, getting them back to work more quickly, reducing IT costs, and blocking an important fraud attack vector.



Outdated employee authentication hurts productivity, adds costs, and leads to fraud

\$1 MILLION spent on password resets yearly by large organizations¹

40% of IT help desk calls are related to passwords³

80% of cybercrime attacks are password-related²

1/3 of fraud attacks occur due to lack of internal controls⁴



Empower employees with fast, secure password resets available 24x7

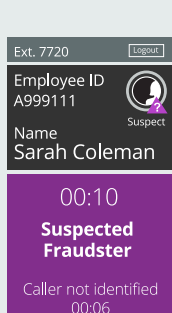
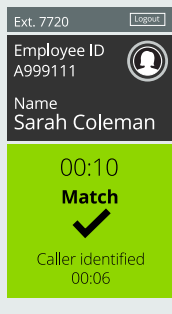
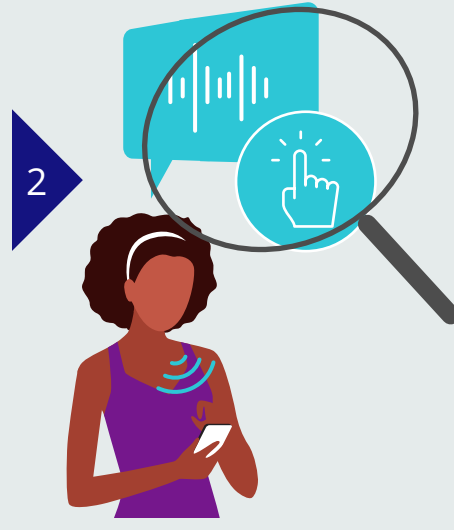


1

Integrate Nuance Gatekeeper into your existing help desk infrastructure or quickly deploy a simple Nuance conversational IVR. Immediately start inspecting incoming calls to detect ANI spoofing, virtualized calls, and other threats.

When an employee calls the help desk, prompt them to state their name and a short identifier. Gatekeeper's AI risk engine analyzes their voice biometrics and other factors, comparing against employee and fraudster voiceprints while checking for synthetic speech, playbacks, and other fraud signals.

2



3

Within seconds, Gatekeeper authenticates the employee and gives the green light for a password reset or other action, or creates an alert if it detects suspected fraud or a known fraudster.



Reduce IT costs, improve employee productivity and protect your business

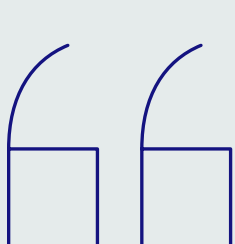
99% authentication success rate

0.5 SECONDS of audio to authenticate



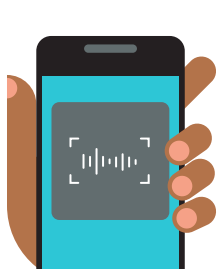
5-25 MINUTES employee time saved per password reset

90% of fraud detected with high accuracy



"Using Nuance's voice biometrics has dramatically reduced login failures, which was taking agents away from other important activities."

— Mohammed Al-Salman, VP Technology, Riyad Bank



BETTER OUTCOMES THROUGH A UNIFIED SOLUTION

As a central source of authentication and fraud prevention in every channel, Gatekeeper delivers higher authentication success rates and increased fraud detection while simplifying vendor management and integration complexity.

WHY NUANCE?

500+
successful deployments

600M+
voiceprints created

8B+
transactions secured annually

\$2B+
fraud losses prevented every year

Visit www.nuance.com/gatekeeper to learn more

¹ <https://blog.lastpass.com/2018/05/new-forrester-report-real-cost-password-risks/>
² <https://www.weforum.org/press/2020/01/forgotten-your-password-not-having-one-will-make-you-safer-says-world-economic-forum>
³ <https://www.helpnetsecurity.com/2019/04/12/password-less-security-benefits-helpdesks/>
⁴ <https://acfpUBLIC.s3-us-west-2.amazonaws.com/2020-Report-to-the-Nations.pdf>