## Exceptional Fraud Prevention, Exceptional Outcomes

See how Nuance Gatekeeper’s industry-leading biometric authentication and fraud prevention outshines competitors.

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<tr>
<th>Nuance Gatekeeper</th>
<th>Competitors</th>
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| **Omnichannel Coverage**  
Gatekeeper secures agent and customer interactions across voice, web, mobile, and messaging, bringing future-flexibility and a holistic view of fraud and CX. | **Limited Coverage**  
Other solutions offer biometric authentication focused on voice only—disregarding the importance of securing journeys wherever they occur. |
| **Trusted Industry Leader**  
Trusted by the largest banks, telcos, and government services all across the globe, Nuance serves 500+ enterprises worldwide, secures 8B transactions annually, and facilitates $2B in annual fraud savings. | **Lack of Proven Track Record**  
Competitors lack proven success in enterprise deployments and analyst recognition. They lack deep expertise to advise clients in critical security decisions. |
| **White-Glove Services and Support**  
With 20+ years of industry experience, Nuance provides much more than technology. We offer direct consultation with biometrics and fraud prevention experts focused on improving your business outcomes. | **Limited Support Resources**  
Many competitors are still hiring for support functions. Nuance has well established. Most competitors are technology-focused and lack deep understanding of the fraud world. |
| **Transparency and Configurability**  
Nuance offers a transparent, configurable AI-based Risk Engine that enables clients to customize our solutions to meet their desired thresholds and requirements. | **Black Box Technology**  
Competitors have a reputation for being a “black box” and leaving clients to trust without verifying their approach. False claims can lead to lost ROI. |
| **Identify the Perpetrator**  
Nuance verifies the actual person behind the interaction by layering voice and conversational biometrics with channel-based technologies that verify call and device origin. | **Device-Focused Identification**  
Other solutions focus on identifying the device or call characteristics—a layer easily removed from the real fraudster. |
| **Retain Control of Your Data**  
Nuance respects our clients’ data, treating it as a valued resource—not a commodity. We let clients control what data they contribute and what data they consume. | **Eroding Customer Trust**  
Competitors automatically collect data from clients and their customers, using it for self-serving purposes. Transparency is lacking. |