

Secure biometrics for **the cloud**, made simple.

Nuance Gatekeeper – the solution your agents and customers love, and fraudsters will hate.

We've provided valuable authentication and fraud detection solutions for nearly two decades.

Nuance's Security and Biometrics solutions have been deployed for hundreds of enterprises and have consistently proven to be the fastest and most reliable biometrics systems for authentication and fraud detection in the world.

With the introduction of Nuance Gatekeeper, we've reached a key milestone in completing the cloud picture for Security and Biometrics. Increasingly organizations have been moving their IT infrastructure to the cloud (or starting from scratch). The motivating factors include the ability to scale seamlessly, easier access to having an IT infrastructure with a reduced barrier to entry, and flexibility to customize software solutions based on an evolving technology landscape and the organizations' business needs. Moving to the cloud also translates to a higher data security posture and a more reliable IT infrastructure via Service Level Agreement (SLA).

As an example, this trend of migration to the cloud extends to contact centers as well. Our vision with Nuance Gatekeeper is to provide our continually evolving Security and Biometrics platform as

a cloud-native solution that easily integrates to your cloud contact center (and other engagement channels). The benefits of cloud adoption extend to Nuance Gatekeeper as well, providing leaner, quicker deployments and pricing structures according to usage.

We've spent two decades perfecting the most powerful biometrics technology in the world, and our goal with Nuance Gatekeeper is to simplify access to this technology. Integrating to Nuance Gatekeeper from your contact center (whether on-premises or cloud-based) is the easiest and quickest path to a secure biometrics solution for your business.

What is Nuance Gatekeeper?

Nuance Gatekeeper is the world's most advanced biometrics system for authentication and fraud detection, available as a fully scalable security solution designed for the cloud. As an AI-based system, Nuance Gatekeeper makes decisions using an unparalleled set of characteristics and traits specific to the caller. This includes the fastest and most accurate voice biometrics engine in the world and a combination of other layered security factors, like conversational biometrics.

Key facts

- Enterprises are increasingly moving to the cloud, with public cloud adoption projected to reach a **market size of \$278.3B by 2021** (up from \$175.8B in 2018), and the true private cloud sector to reach \$262.4B by 2027^{1,2}
- A move to the cloud accelerates IT modernization, which means IT overhead costs reduced by 30%-40%, **reduction of IT incidents by 70%**, optimized IT asset usage (dynamic scaling), and flexibility to rapidly meet business needs (frequent releases through CI/CD)³

1 <https://www.forbes.com/sites/louiscolombus/2018/09/23/roundup-of-cloud-computing-forecasts-and-market-estimates-2018/#6e752947507b>

2 <https://wikibon.com/wikibon-2018-true-private-cloud-forecast-market-shares/>

3 <https://www.mckinsey.com/business-functions/digital-mckinsey/our-insights/cloud-adoption-to-accelerate-it-modernization>

Key benefits

– Pay for what you use

As a fully scalable cloud solution, you only pay for what you use. Nuance Gatekeeper will analyze any or all your contact center calls, from quiet weekend lulls to peak season traffic.

– No more up-front costly investment in an on-premises IT infrastructure

All the infrastructure required to ensure full authentication and security coverage is now handled by Nuance Gatekeeper. The barrier to entry for a complete secure biometrics solution is now drastically diminished.

– You're constantly **up-to-date with the state-of-the-art technologies**. We are always innovating, and with Nuance Gatekeeper you will automatically and seamlessly have access to the latest AI-powered technologies we produce. We developed Nuance Gatekeeper using a CI/CD process which, combined with cloud-based integration, means you benefit from the newest features and advancements as soon as they're produced. This approach removes the need for expensive upgrades and migrations typically experienced in on-premises systems.

– Flexibility

To easily manage your use of all our biometrics and intelligent detector capabilities through enhanced flexibility. Our Security and Biometrics technologies include an ever increasing array of biometrics factors, intelligent detectors, and other AI-based decision engines. The list continues to expand and evolve. Nuance Gatekeeper is the ideal platform to quickly deploy new features and discover their value for your business.

Our cloud commitment

– Cloud compatibility

Nuance Gatekeeper is our flagship cloud solution, managed by Nuance. Nuance's Security and Biometrics solution can be deployed and managed in different cloud scenarios, whether private or public, and for several cloud-service providers.

– Security and privacy

Nuance Gatekeeper operates in a PCI-certified environment and data is encrypted in transit and at rest. Your organization will have a securely isolated scope within this environment, and your data will remain in your geographic region*. While Nuance Gatekeeper is available globally, each region leverages local* cloud infrastructure for dedicated

Nuance Gatekeeper instances isolated from those of other regions.

– Reliability

Nuance Gatekeeper comes with a SLA of at least 99.9%. Nuance's cloud infrastructure is built with geo-redundancy in place to ensure this SLA commitment in the event of a catastrophic failure at a datacenter.

– Cloud contact centers

Our Security and Biometrics solutions easily integrate with major cloud contact center (and IVR) providers; the list of supported platforms continues to grow.

– New products and services

As we aim to provide you security coverage across several cloud-based systems, we continue to expand the breadth of our offerings on the cloud. The **Fraud DataShare** service is a Nuance-managed and hosted program allowing organizations to share fraud data with one another to more effectively defend their businesses.

– Adopting Nuance Gatekeeper

Now have easy access to the full suite of Nuance Intelligent Engagement solutions available on the cloud.

For more information about Nuance Gatekeeper go to www.nuance.com/security-and-biometrics.

* for US, Canada, UK, and all major regions globally serviced by Microsoft Azure data centers. A region is defined by the Microsoft Azure datacenter locations.



About Nuance Communications, Inc.

Nuance Enterprise is reinventing the relationship between enterprises and consumers through customer engagement solutions powered by artificial intelligence. We aim to be the market leading provider of intelligent self- and assisted-service solutions delivered to large enterprises around the world. These solutions are differentiated by speech, voice biometrics, virtual assistant, web chat and cognitive technologies; enabling cross-channel customer service for IVR, mobile and web, Inbound and Outbound; and magnified by the design and development skill of a global professional services team. We serve Fortune 2500 companies across the globe with a mix of direct and channel partner selling models.