Biometric authentication and intelligent fraud prevention solutions for digital channels

Improve customer experiences and prevent more fraud.

Digital customer interactions are up 27% year over year, 70% from mobile devices, and 55% of consumers say that security is their top priority in online experiences. You need to both reduce friction for digital users and protect their accounts. But most authentication and fraud detection methods force you to choose between delivering better experiences or higher security. With Nuance, there’s no need to compromise. Nuance Gatekeeper layers AI-based voice, behavioral, and conversational biometrics with intelligent fraud detectors to seamlessly authenticate mobile, messaging, and web users while proactively detecting fraud.

Within seconds, we verify the actual person behind the device, increasing security while improving their experience.

**Traditional authentication in mobile, messaging, and web apps is frustrating and vulnerable to fraud**

- Reduce friction, improve experiences, increase security, and prevent fraud in digital channels
- Traditional authentication methods force you to choose between delivering better experiences or higher security.

**Streamline and protect digital interactions with biometric authentication and intelligent fraud prevention through Nuance Gatekeeper**

**Account protection**
- Replace one-time passcodes with voice authentication to reduce friction and increase security during onboarding, password resets, and account recovery.

**Strong, seamless 2FA**
- Layer behavior and environment monitoring with voice biometrics to automatically prompt fast, secure in-app 2-factor and step-up authentication.

**Messaging security**
- Analyze user behavior and language to detect social engineering of chat agents and prevent account takeovers, application fraud, data leakage, and more.

**Digital security**
- Continuously monitor behavior and environment signals to proactively detect anomalies, session changes, bots, and other threats in mobile, messaging, and web apps.

**Voiceprint capture**
- Susan Coleman
- Match
- I didn’t get the confirmation text, and I can’t access the email I normally use...
- Suspected Fraudster!

**Biometric authentication and intelligent fraud prevention solutions**

- Improve real-world outcomes
- Reduce friction, improve experiences, increase security, and prevent fraud in digital channels
- Better outcomes through a unified solution
- As a central source of authentication and fraud prevention in every channel, Nuance Gatekeeper delivers higher authentication success rates and increased fraud detection while simplifying vendor management and integration complexity.

**WHY NUANCE?**
- Visit www.nuance.com/gatekeeper to learn more

**Real-world outcomes**
- 78% of people use password every 4 days
- 57 seconds to on-board an account with a one-time password
- 46% increase in digital fraud prevention over year

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**Nuance Gatekeeper**
- Authentication and Fraud Prevention Solutions

**2** https://developer.okta.com/blog/2019/12/19/multi-factor-authentication-sucks, accessed 06 July 2021

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**500+ successful deployments**
**600M+ voiceprints created**
**8B+ transactions secured annually**
**$2B+ fraud losses prevented every year**

**90%**
- Biometric authentication success rate
- Reduction of fraud

**92%**
- Detection of fraud
- Or less to authenticate

**57 SECONDS**
- Average account onboarding time

**99%**
- Authentication success rate

**78%**
- Biometric authentication success rate

**46%**
- Increase in digital fraud prevention over year

**“Now we can offer our customers the exceptional experience they deserve. Being able to use your voice to access your accounts is an easy and natural process.”**

— José Ignacio Zorrilla, Executive Director of Innovation, Santander Mexico

**BETTER OUTCOMES THROUGH A UNIFIED SOLUTION**

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