

Exceptional Fraud Prevention, Exceptional Outcomes

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

| Nuance Gatekeeper | Competitors |
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| <p>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.</p> | <p>Limited Coverage Other solutions offer biometric authentication focused on voice only—disregarding the importance of securing journeys wherever they occur.</p> |
| <p>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.</p> | <p>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.</p> |
| <p>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.</p> | <p>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.</p> |
| <p>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.</p> | <p>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.</p> |
| <p>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.</p> | <p>Device-Focused Identification Other solutions focus on identifying the device or call characteristics—a layer easily removed from the real fraudster.</p> |
| <p>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.</p> | <p>Eroding Customer Trust Competitors automatically collect data from clients and their customers, using it for self-serving purposes. Transparency is lacking.</p> |