



*IDx™ Voice Self Service Password Reset saves staff time, support costs, and enhances information security...*

## HIGHLIGHTS

- Fast & Easy
- Enhanced Security
- Fraud Mitigation
- Improved User Experience
- Real-Time monitoring of all Events
- Regulatory & Compliance Enablement
- State-of-the-Art Voice Engine

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## IDx™ Identity Assurance

- IDx Self Service Password Reset
- IDx Voice Biometric SSO Practice

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## SpyLogix™ Enterprise

- SpyLogix Enterprise Platform
- Modules
  - User Security
  - Active Directory
  - Windows Server
  - VMware
  - LDAP Directory
  - CA SiteMinder
  - Radiant Logic
  - Microsoft FIM 2010
  - IdF Gateway (Mainframes)
  - Module SDK

IDx™ Self Service Password Reset (SSPR) is an innovative automated password reset application that is designed to save staff time, reduce costs, and keep users productive. Stronger authentication is achieved for critical applications and strengthen data protection is achieved for sensitive information, while using VMM-1™ voice engine by voice biometrics group to credential the users and devices.

### Why Use Voice Identification and Verification:

- Provides operational and capital savings
- Improves user (customer, employee, etc.) experience
- Mitigates the costs and remediation of identity fraud
- Enhances Identity Security
- protects users access to applications and sensitive data.
- Enables compliance with government regulations or company policies

IDx SSPR seamlessly integrates into any IT environment. Voice biometric authentication can be implemented on premise or via a cloud service. IDx SSPR is designed to complete the password reset process with Active Directory entirely within the domain, which improves security and lowers support costs of having to open multiple ports to and from the web and Active Directory domains to enact the password reset process. Password reset is extensible for other platforms via custom IDx SSPR plug-ins.

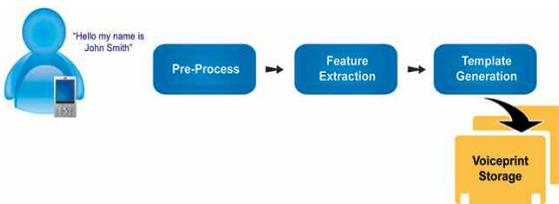
IDx SSPR scales from small to large organizations that need to support hundreds of thousands of users. Users are freed from having to remember answers to challenge-response questions or passing passwords insecurely between users. Voice based identity verification is secure, easy and convenient!

## HOW DOES IT WORK

IdentityLogix uses the state-of-the-art VMM-1 voice engine from Voice Biometrics Group the result of years of research and practical field-based experience. Users first complete a one-time enrollment process where the VMM-1™ engine evaluates speech samples and creates a unique voiceprint. When users re-visit the system in the future, the system prompts them for a brief voice sample. This sample is compared to their stored sample, so that a positive match allows the reset to occur.

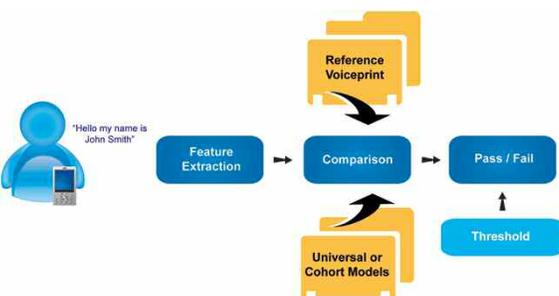
### How do I enroll?

The caller is prompted to repeat 6 separate digit phrases, each containing 5 numbers. For instance "say 9 0 4 7 2". User responses are captured and evaluated for potential issues. If necessary, the user is coached and prompted to repeat the phrase again. Once all 6 phrases are properly captured, the audio is analyzed and distilled into a unique voiceprint and stored for later use. This one-time process only takes about a minute and is easy to use.



### How do I Verify?

Prior to performing a password reset, the verification process is dependent on the modality configuration setting (static phrase, static numeric, or random numeric). The caller response is collected, analyzed to determine authenticity of the caller. Only if the caller voiceprint matches, then IDx SSPR proceeds with resetting the password. Otherwise the user is re-prompted or directed to the help desk. The process is completely automated, secure, and completed within seconds.



## WHAT ARE THE BENEFITS

### Simplicity

IDx SSPR offers a simple user experience where the individual has nothing to remember, nothing to lose and nothing that can be stolen.

### Fraud Resistant

Numerous processes are housed within IDx SSPR to thwart fraudsters. Other solutions use consistent prompts, passwords or account numbers. For example, the voice engine utilizes random numeric prompts to heighten the difficulty of access by fraudsters, while maintaining simplicity for the customer.

### Savings Generator

Customer identification by a Customer Service Representative (CSR) requires an average of 25 to 45 seconds. An individual using the IDx Service is authenticated in as little as 8 seconds inside the IVR. The ROI is significant and measurable.

- Eliminate the need for help desk support to reset passwords
- "Gartner Group" reports that on average resets cost \$10-\$13. Reduce your help desk calls by 30% - 50% by enabling IDx SSPR.

### Convenience & Security

In the past it has been necessary to give up convenience and/or privacy for stronger security. IDx VSSPR enables security with convenience.

- Voice biometric verification technology ensures the caller identity
- Third party live agent is eliminated as a potential risk
- Administrator has access to real-time view of all security events

### Enhance security and user experience:

- **Nothing to lose**, like a password or token
- **Nothing to forget**, like a Pin number
- **Nothing manage**, like a list of access codes or passwords
- **Nothing to have stolen**, like demographic information
- **Nothing to divulge**, like personal and private information

To learn more about IDx VSSPR visit [Identitylogix.com](http://Identitylogix.com).

## Modality

IDx SSPR enables users to enroll or verify using a variety of prompting techniques:

- static phrase
- static number,
- random numeric

## Delegated Password Reset

When a user forgets their password and the automated voice based authentication system is not available, the Delegated Password Reset (DPR) option enables an authorized individual, familiar with the user, to reset the user's password. The delegate user is authorized in Active Directory to perform the password reset task using an included management application.

## Privacy

IDx SSPR maintains no confidential or private information on an individual. The encrypted voice print along with the organizations' unique encrypted key are the only data maintained in vsspr repository.

## Compliance & Regulations

IDx SSPR helps address requirements specified in the following regulations: a) HIPAA, b) HITECH, c) GLBA, d) SOX / JSOX e) PCI) by allowing for an out-of band (OOB) authentication capability to existing enterprise-wide infrastructures. In addition, on-demand reports are available for internal and external IT auditors.

## Can someone spoof my voice or record me to fool the system?

While impersonators may sound very close to originals, IDx SSPR employs VBG's VMM-1™ engine, which can measure much more than what the human ear hears. The voice engine utilizes a proprietary technology that:

- Contain several layers of protection against audio recording and/or digital synthesis
- Allow businesses to vary match accuracy requirements based on their specific use case
- Supports user speech in almost any language

## Application Monitoring

IDx SSPR activities are recorded for IT governance, risk control and compliance across relevant audit points involved with a password reset, such as:

1. User voice print provision successful
2. User voice print provision failed
3. Password reset successful
4. Password reset failed
5. Active Directory confirmation (optional)
  - a. Successful IDx SSPR login
  - b. User password reset
  - c. User login verification

This data is continuously recorded and available for query, analysis and reporting through an easy-to-use interactive console or real-time Data Actualization (see SpyLogix Enterprise Platform) policy processing.

## How would voice work as a cloud service?

IdentityLogix can provide the solution as a hybrid cloud service. IDx SSPR is installed within the local network, and interacts with the voice authentication service as a cloud service. The cloud service is transparent to the user and relieves the burden of having to maintain other systems, thus allowing for a predictable cost structure.

If a cloud service is not desired, the IDx SSPR solution can be implemented entirely within a corporate private cloud. IDx SSPR is transparent to the end-user, and utilizes the organization's password reset policies like duration of the validity of password, size of the password, format of the passwords, etc. defined by enterprises to meet their security standards and guidelines.

## OPERATING ENVIRONMENT

- Recommended operation system platforms includes Microsoft Server 2003, 2008 and 2008 R2
- Microsoft Active Directory
- Secure internet connection to voice biometric authentication cloud service
- On-premise option available
- Active Directory Module option available



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