



Press release

## **PROSODIE and PerSay team up to offer hosted voice authentication solutions**

---

**Boulogne-Billancourt, France October the 22nd, 2009**

Improving customer satisfaction, offering personalized services, raising security levels, and maintaining cost control, are just some of the few elements that need to be taken into account when designing voice and contact center applications. Voice Biometrics technology is part of the answer to all these concerns. This technology is applicable across multiple verticals utilizing diversified applications and communication channels.

With an impressive track record and customer base of fortune 100 companies in Europe, PROSODIE brings more than 20 years of experience in the IVR and Speech enabled applications development space. Adding PerSay's solutions to its portfolio, PROSODIE now can offer the possibility to deploy new and advanced services that meet its customers' needs.

*"Voice authentication is much more than just a technology" Said François Chaffard, Prosodie's Strategic Marketing Manager. "When fully integrated in a voice application, it offers a wide range of possibilities to increase the customer satisfaction. We will be using PerSay's Voice Biometrics technology to enhance security by providing strong, multi-factor authentication, in our voice services as well as to smooth customer identification process by enabling our customers to use simple passwords instead of cumbersome and easily forgettable PINs. We see significant potential for voice-based authentication in the banking and money transfer services areas".*

Phong Vi Tran Tan, Prosodie's Project manager noted: *"PerSay's VocalPassword™ and FreeSpeech™ platforms have really met our strong technical requirements. Its design and rich set of tools and features, including multi-tenant architecture, standards compliancy and advanced tuning tools, enables full customer's autonomy. The client-server approach and the rich Web Services API allow us the flexibility to build any kind of application using any type of voiceprint in any language. We also plan to use the platform's text-independent technology as an online authentication solution for contact centers"*

*"We are proud to be selected by Prosodie," added Ziv Cohen, EMEA Sales and Business Development Director for PerSay. "As Prosodie is a major service operator offering IT and telecom expertise to multiple vertical markets, Prosodie can significantly extend the reach and applications of Voice Biometrics technology. Our continuous investment in developing the core engine technology as well as the platform that addresses all deployment aspects has proved worthwhile. We plan to work closely with Prosodie, making this unique and breakthrough technology available to all customers and throughout all communication channels".*

### **About PROSODIE**

*As a service operator offering IT and telecoms expertise, Prosodie designs and hosts multi-channel online services for remote access to information and interactive data exchanges. With many major companies benefiting from Prosodie's services, the company works in the fields of multi-channel customer relations, facilities management for critical and sensitive systems and applications, IP telephony and prepayment systems and other services for telecoms operators. With offices in France, Spain, the United States and Canada, the group achieved turnover in 2008 of €179.9 million, with an operating profit of €15.6 million, and had 958 employees at 31 December 2008. In July 2008, PROSODIE obtained an extension of its AFAQ ISO 9001 certification to cover all of its activities throughout France. [www.prosodie.com](http://www.prosodie.com)*

### **About PerSay**

*PerSay Ltd. ([www.persay.com](http://www.persay.com)) is a leading provider of advanced biometric speaker verification products. PerSay's technology relies on the biometric power of voice to verify a speaker's identity. PerSay's products have been deployed by leading financial services, telecom operators, healthcare providers, enterprises and law enforcement agencies worldwide. PerSay is a spin-off of Verint Systems Inc., with offices in Tel Aviv and New York, and a network of partners and system integrators worldwide.*

### **Press Contacts**

#### **PERSAY**

*Shira Lotto*

*Marketing Communications Manager, PerSay Ltd*

*Tel: +972.3.767.8690*

*Email: [shira.lotto@persay.com](mailto:shira.lotto@persay.com)*

#### **PROSODIE**

*Mélanie Roëtzing*

*Phone: +33 1 46 84 17 70*

*E-mail: [mroetzinger@prosodie.com](mailto:mroetzinger@prosodie.com)*

#### **3d Communication**

*Dora Delaporte*

*Phone: +33 1 46 05 87 87*

*E-mail: [ddelaporte@3dcommunication.fr](mailto:ddelaporte@3dcommunication.fr)*