



What Mobile Network Operators think of **biometric voice matching** to fight fraud

A new global survey by UMI, commissioned by Thales

UMI, a technology-driven enterprise that specialises in assessing the market potential of innovative solutions, has completed a new study to assess the relevance of biometric voice matching for addressing fraud at call centers. Commissioned by Thales, UMI surveyed 49 professionals working for Mobile Network Operators (MNOs) across Europe, North and South America, Africa, Asia and the Middle East.

This international panel included heads of:



Call centres



Anti-fraud



Customer care



Customer experience



What Mobile Network Operators say?

81%

Fraud is an issue



Fraud is an issue for call centres and a significant one

A majority of those surveyed endorse the proposition that fraud is an issue for MNO call centres. Those who disagree have already deployed alternative solutions.

Although it can be difficult for some respondents to assess the extent of the problem, it is a Critical issue for the majority of the panel.



73%

Critical



Thales biometric voice matching

Thales' biometric voice matching solution operates on a SaaS (Software as a Service) mode. It enables call centres to detect potential fraud by comparing the unique voiceprint of the caller to a database of known fraudsters or suspicious calls. The solution can also be used to verify the identity of genuine customers by matching their voice with previously verified voiceprint.

100%
Endorsed



Thales solution's relevance and strengths

The MNO panel fully endorses Thales' SaaS-based biometric voice matching solution, with some of the highest ratings for:

93%

Speed of customer authentication



91%

Speed of fraudsters detection



90%

High accuracy



Confirming the need for biometric voice matching

Overall, the survey validates the seriousness of fraud for MNOs and the relevance of biometric voice matching to their call centre operations.

Most interesting use cases

Over half of the respondents consider fraud reduction and enhancement of the customer experience to be of equal interest.



■ Fraud reduction
■ Customer experience
■ Both of equal interest



The benefits of biometric voice matching

- Invisible and seamless process
- Immediate reduction of the fraud cost
- Enhanced customer experience
- MNO reputation improvement
- MNO can redirect resources devoted to fight fraud to core business objectives

Useful links

[Thales biometric solutions](#)

[Biometric voice-matching case study](#)