

VoiceReset™ - OTP Remote Access / Password Reset solution.

Introduction

VoiceReset provides a complete solution for the business challenges in Identity Management.

The solution is based on OTP concept that enables end users to perform remote access and password reset.

Highlights

- higher degree of security than traditional PINs and passwords ,tokens and cards
- Scalability: 2-factor or 3-factor authentication
- Seamless integration with Microsoft Active Directory and Sun LDAP

How it Works

VoiceReset takes advantage of the fact that the best solutions never require a change in behavior. Users are used to call in order to reset their passwords using helpdesk support.

The only hardware needed for VoiceReset is the telephone, which is already in place and does not

require additional investments or training for the users.

VoiceReset functions as the virtual help desk agent that handles password reset requests 24x7. It empowers administrators and end users to manage their own passwords from a telephone by calling into an automated system. **VoiceReset** can be used externally for remote access over the Web, and internally for domain Access / password reset.

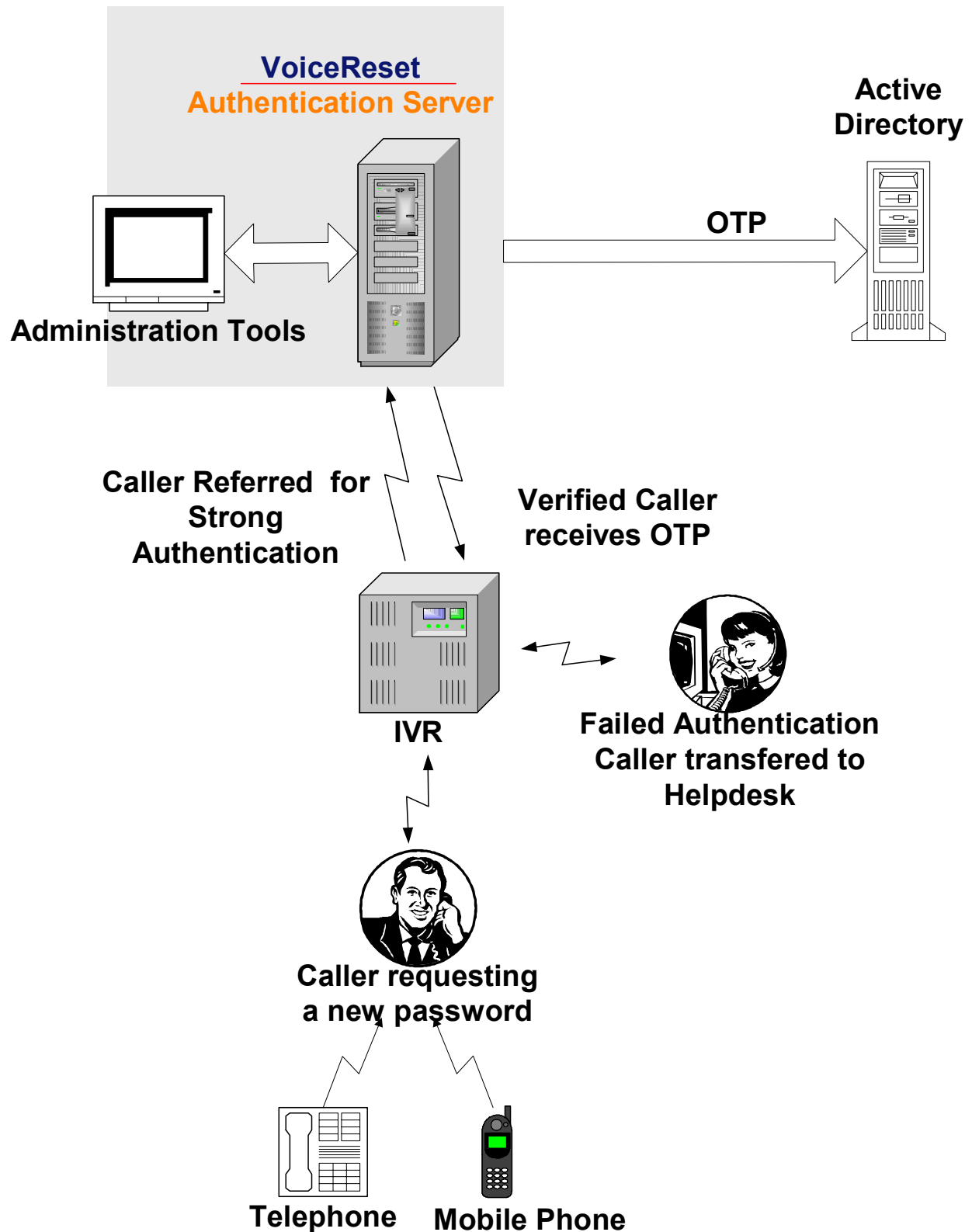
To ensure the highest level of security, a user's identity is verified using caller phone ID and PIN (for 2-factor authentication) and biometric voiceprint authentication (for 3-factor authentication).

If identity is verified – then user is provided OTP over the phone line . This OTP is valid only once and over the pre-determined time interval (say 1 minute) .

If user wants to perform remote access – then he provides his userID and OTP . Internet Authentication Service (IAS) through Active Directory verifies these parameters.

If user wants to perform domain access or self-serving password reset – then the provides his userID and OTP directly to Active Directory.

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Password Reset ROI Calculation

Password resets come at a great expense to companies. The Meta Group estimates that an average user calls the help desk 21 times a year. The Gartner Group reports that on average 30% of the calls to the help desk are for password resets, with an average cost of \$25 per reset. So for a company with 10,000 users this would add up to a **yearly cost of \$1,575,000 for password resets.**

$10,000 \times 21 = 210,000$ calls per year
 $210,000 \times 30\% = 63,000$ calls for password resets
 $63,000 \times \$25 = \$1,575,000$ total cost per year

SentryCom estimates that by automating password reset using VoiceReset. VoiceReset will reduce overall transaction costs by 50-80%, providing a return on investment in 3 to 6 months.

System Requirements.

Hardware : typical-performance server

Software : Windows 2003 server,
MS SQL 2005 server

Telephony : IVR with VoiceXML support

About SentryCom

SentryCom's mission is to deliver reliable, cost-effective and easy to use authentication solutions to secure assets within the extended enterprise.

The company designs, develops and markets biometric voice authentication solutions that accurately verify a person's claimed identity. The company's core technology is based on its proprietary and patented Voice Authentication Engine (VAE), designed to increase and enhance security while improving end-users privacy and confidence.

VoiceReset is incorporated in SentryCom's **Enterprise Voice Authentication Platform (EVAP)**. EVAP secures, manages and protects assets within the extended enterprise, while expanding the existing security infrastructure to the Internet and mobile environments in a scalable manner.

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