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# Our customers

Telco & Utility	Financial Services	Government	Retail	Wagering	Transport



# ahm – Australian Health Management



## Business Drivers

- Eliminate the need to supply personal verification data to the agent
- Reduce agent time spent on authenticating every customer
- Improve the customer experience

## Key Benefits

- Over 30,000 members registered since deployment in December 2006
- Over 95% opt in to enrol their voiceprint (less than 1% who try are unable to enrol)
- Over 99% successful automation of ID&V process
- Over 15% of customer based enrolled (Aug 2007)
  - Currently registering over 150 members a day
- Reduced cost of servicing and frees up staff to concentrate on value added opportunities
- Verified calls are around 40 seconds shorter
- Improved customer service and enhanced security for customers

## Background

- One of Australia's top 10 health insurers
- Over 250,000 customers
- Provide a full range of health solutions with a call centre of 60