



Vicorp

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Vicorp – “The Call Completion Company”



- A voice solutions and enabling-technology organisation
- Aspiring to deliver 100% call completion, first time
 - The right blend of automation, intervention and assistance
- Automation
 - Specialising in vendor-independent speech self-service & biometrics
 - Pre-built configurable application suites for specific verticals
 - Secure, dynamic management of application infrastructure
- Intervention
 - Integrating with callback/queuing, recording, outbound & transcription systems
- Human Assistance
 - Integrating with business rules routing & treatment and premise/network CTI
- Offering unique technology & professional services to deliver lower cost, higher quality, targeted solutions

Vicorp Pedigree

- **Our experience:** we have over 25 years experience designing and implementing solutions for large telecommunications & enterprise customers worldwide
- **Our independence:** we ‘future-proof’ our solutions based on open industry standards and give customers flexibility with no technology lock-in
- **Our approach:** we make it easy for customers to get the solution they need
- **Our expertise:** we support customers and guide them to their ultimate self-service solution
- **Our business partners:** we partner with all the major companies in the market and ensure that the right technology is integrated into the solution for the right outcome
- **Our offer:** we delivery high value solutions with rapid ROI and payback

An integrated voice biometric solution – Plastic Card Voice Application Portfolio

- Specifically designed automated self-service for card issuers, but with broader applications for other sectors
- Tackles issue areas such as fraud prevention and arrears handling
- Integrates a range of technologies such as voice biometrics, outbound dialler and SMS
- Offers different levels of security according to the card issuer's requirements
- Key module: Identification and verification
 - Different approaches
 - Most secure option includes Voice Passport
 - A mix of voice biometrics and spoken phrases (not digits)
 - Basis of the portfolio and helps prevent fraud
- Other modules include: travel notification; outbound verification; card activation; promise to pay; outstanding balance



Vicorp Customers and Partners



“Working with Vicorp gives us the ability to meet our customers’ needs in an innovative, flexible and cost-effective manner”

Dominic Cameron – lastminute.com



Solid partners, flexible solutions

