



ViGo[®] vs. Fusion Enterprise

Choosing and Upgrading

Title: ViGo vs. Fusion Enterprise

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Introduction

VoiceVault provides a range of voice biometric products and capabilities and choosing the right one, and being able to upgrade should that be necessary, is crucial to the success of your voice biometric deployment.

At the heart of the VoiceVault product family is the core Fusion voice biometric engine. This is the basis for both the ViGo mobile platform, as well as the Fusion Enterprise product suite. Each of these products shares a common architecture so choosing which one is right for you is based on the capabilities that you require. The commonality architecture also makes transitioning, upgrading or progressing from ViGo to Fusion Enterprise straightforward and easy to do.

ViGo or Fusion Enterprise

What are the differences and which one is right for your organization?

At a very high-level, ViGo is a standardized voice biometric offering for mobile apps. It is not configurable in any way other than the option of adding custom passphrases. Fusion Enterprise on the other hand, is an unrestricted product that can be configured to suit a very wide range of business needs.

The table in the appendix lists the key differences between the two products.

Deciding which one is right for you can be determined from just a few questions in reference to the table in the appendix. Questions such as:

- Is your application mobile with a typical high-security / high-convenience use case?
- Is a VoiceVault managed voice biometric service going to meet your needs?

If the answers to these questions is yes, ViGo is very likely going to meet your needs. If not, then the extended capabilities of Fusion Enterprise will need to be explored.

Many organizations will start out with a ViGo-based solution deployment but then potentially 'outgrow' it and need to progress to the greater flexibility of Fusion Enterprise. This is a natural progression and one that is catered for by VoiceVault.

Making the move from ViGo to Fusion Enterprise

ViGo is built on the Fusion Enterprise voice biometric platform so transitioning is very straightforward. They share the same underlying server-side architecture and use the same API front end. The transition is straightforward as ViGo is essentially a cut-down version of Fusion Enterprise.

As well as the technical aspects of the underlying voice biometric systems, some of the common reasons for deciding to transition from ViGo to Fusion Enterprise are as follows:

- The desire for an on-premise deployment or for an Amazon Web Service (AWS) configuration different to the standard ViGo offering
- A need for a range of voice biometric configurations that have different operating points for security and convenience
- The need to extend the deployment to include call-center or cross-channel environments
- VoiceVault support in conducting a proof-of-concept, trial or pilot
- The need for a personalized technical support structure

Any of these can trigger the need to transition to Fusion Enterprise either singly or in combination.

If you decide to transition or upgrade to Fusion Enterprise from ViGo, you will still have access to all of the ViGo materials and resources so you can leverage whatever apps or code that you developed using ViGo. Fusion Enterprise gives you access to everything that is provided as part of ViGo.

The sections below outline the main processes that will need to take place for each one.

Different hosting arrangements

ViGo has a very specific hosting arrangement that reflects the ViGo mobile use case and the specifics of the ViGo product as a whole (standardized configurations; fixed pricing etc.). Your needs may be different and Fusion Enterprise offers complete flexibility on where and how the voice biometric components are sited.

If you wish to upgrade to Fusion Enterprise from ViGo you are free to choose where and how the Fusion voice biometric components are located. This could be on-premise; using a managed service provider; or remain on AWS but with a configuration specific to your needs. VoiceVault will work with you on specifying the hosting arrangement and provide advice, guidance and support so that all of your requirements are met.

For each of the above scenarios, VoiceVault will migrate your ViGo voice biometric data and work with you on the practicalities so as to minimize any possible service disruption. Given that ViGo is based on the core architecture and capabilities of Fusion Enterprise, this data migration is a straightforward process.

Alternative operating points and configurations

ViGo provides for a single operating point for each of the supported digit and phrase-based modes. This is a false accept rate of 0.01% at a false reject rate of ~5% within a mobile-to-mobile use case. This provides for a good combination of high-security and user convenience. This has been designed around prompting the user for a minimum of a single utterance (if the user scores sufficiently high with the single utterance, they are not prompted any further).

VoiceVault appreciates that you may have a need for even higher levels of security where the false accept rate is even lower; or for a situation where you would like to prompt your users for at least two utterances; or where your needs for security are much lower for example. In short, your use case or cases may be significantly different to the ViGo one or you may require several different operating points within your system or app. Or it may be the case that you have a cross-channel requirement where users are for example registering via a mobile app but also have the option of verifying on a telephony channel. There are obviously a great many different use case of which ViGo is a highly specific one.

Trials and PoCs

As ViGo is a standardized voice biometric platform with a single operating point and that includes the best practices for achieving it, there is no provision for trials and PoCs that require the support of VoiceVault.

Your organization may however have a need for internal or customer trials and pilots to demonstrate performance or usability or some other metric of your own choosing. VoiceVault has extensive experience in devising, developing and supporting such trials and proof-of-concepts for a range of use cases.

VoiceVault can help design and run such trials around a range of success criteria involving a wide range of voice channels, user populations and demographics.

Personalized support structure

In all of the scenarios outlined above, or even for a ViGo-based deployment, VoiceVault can provide a tailored support and training package to meet your system design, development, rollout, maintenance etc. needs.

Appendix

ViGo vs. Fusion – the key differences

	ViGo	Fusion Enterprise
Based on VoiceVault's Fusion voice biometric engine	✓	✓
Ability to use phrases or digits for identity verification	✓	✓
Identity verification, transaction authorization, app login...	✓	✓
Replay attack detection	✓	✓
Sophisticated voice print learning mechanisms	✓	✓
Development sandbox	Free	Free
Award-winning levels of accuracy and scalability	✓	✓
Android and iOS demo, development environment and sample code	✓	✓
Designed for mobile development	✓	✓
Designed for call center / IVR development		✓
Amazon Web Services cloud hosting	✓	✓
On-premise deployment option		✓

Standardized configuration for high security and convenience	✓	
Fully configurable and customizable		✓
Max. number of users	Unlimited	Unlimited
Max. transactions per user per day	3	Unlimited
Pricing model	Fixed Tiers	Negotiable
Contract	Standard Service Agreement	Negotiable
Support	Website	Personalized
System administration and reporting	Website	Customizable
