

CASE STUDY

NEW SOUTH WALES HEALTH

Implementing Automated Password Resets with
ArmorVox™ Voice Biometric Engine

120k

employed staff and
contractors covered

46k

clinicians use the
electronic medical
record system everyday

AURAYA

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CASE SUMMARY

Telstra delivered a cloud based automated password reset system for the Health Services Support business unit of New South Wales Health using ArmorVox Voice biometric engine. Secure, automated password resets allowed health service professionals, temporary staff and contractors to obtain and change their password 24 hours a day, 7 days a week conveniently. This capability saved time and money for the organisation and improved productivity, privacy and security.

SUCCESSFUL IMPLEMENTATION

Telstra used Auraya's voice biometric engine, ArmorVox, to implement a voice verification system for the Health Services Support Business Unit of New South Wales Health. The solution was implemented in Telstra's reliable and secure cloud service platform. This cloud-based service enables staff to enrol and actively verify identity for staff members and contractors using their employee number or contractor identification number.



“Auraya’s deep experience in security and design of voice biometrics enables us to create technology to deliver your business requirements and allow you to achieve your goals.”

Paul Magee, CEO of Auraya

GENERATED VALUE

In a health industry, time is important and accessing accounts even with forgotten passwords should be dealt with swiftly and securely. The successful implementation allowed health services professionals, temporary staff and contractors to securely and seamlessly reset their passwords any time, automatically without delay. This meant that the service is available 24 hours a day and 7 days a week. Additionally, this implementation boosted productivity, privacy and security, which in turn ultimately helped New South Wales health save time and money.

Moving forward, New South Wales Health intends to roll out this successful capability to the entire enterprise for verification of clinicians and employees using desktop, mobile devices and other critical devices.



ABOUT AURAYA

AURAYA

Auraya, a world leader in voice biometric technology, empowers people and organizations to interact and engage with security and convenience in all channels.

As a specialist voice biometric technology developer, we have a track record of delivering unparalleled security performance that is simple to deploy, integrate and maintain whilst delivering the most delightful customer experience. The team at Auraya has been involved in the science, technology development and implementation engineering of Voice Biometrics since the formative years. They have gained unique, real-world insights into key business drivers and customer expectations for voice biometrics and innovate for evolving market requirements and opportunities.

ABOUT ARMORVOX™



ArmorVox uses machine learning algorithms to create speaker-specific background models for every individual to deliver the best performance. Our algorithms set thresholds for each voice print that are empirically derived to meet your desired security performance requirements. Additionally, with automated tuning features, ArmorVox works irrespective of language, accents or dialects or channel.

Through various enrolment options of active, passive and background enrolment, customers can enrol at anytime, anywhere and in any method. Furthermore, you can use text-dependent, text-independent and text-prompted token types, all in a single software licence. ArmorVox utilises hot lists and impostor mapping to drive down fraud with our fast cross-matching features. Fraudsters and suspects are identifiable in real-time from hot lists and impostor mapping, allowing you to protect your customers' information and identity.

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