



HGS VOICE BIOMETRICS SOLUTION

AGENT X VOICE SECURE

Protecting voice interactions and citizen trust with Agent X
VoiceSecure



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Executive Summary

This service description provides a clear and practical view of how Agent X VoiceSecure is designed, delivered, and operated as a modular voice security layer that sits across contact centre platforms and enterprise telephony to support secure voice interactions and protect against impersonation, replay, and AI-generated (deepfake) attacks.

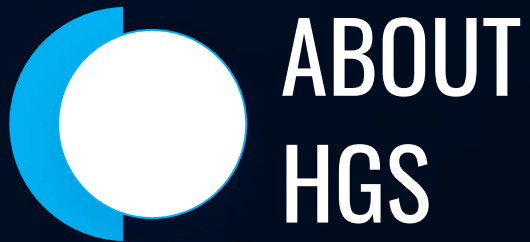
It explains how Agent X VoiceSecure is delivered as a white label HGS capability, powered by a specialist voice security partner, enabling organisations to adopt advanced voice biometrics and protect against deepfake detection

What is HGS Agent X Voice Secure?

Agent X includes a white label voice biometrics and anti-spoofing capability, to which we called Agent X Voice Secure, delivered as part of the HGS Intelligent Agent X modular platform. It enables passive caller authentication and real-time detection of impersonation, replay attacks, and AI-generated (deepfake) speech.

The capability operates alongside existing telephony environments and can be deployed independently or in combination with other Agent X modules. It continuously analyses live voice interactions to assess risk without adding friction to customer or agent journeys.

VoiceSecure voice biometrics technology acts as an intelligent risk and decisioning layer, supporting proportionate responses such as step-up verification, call handling controls, or escalation, contributing for public sector organisations to reduce fraud exposure while preserving service experience.

A graphic consisting of a blue circle with a white center, followed by the text 'ABOUT HGS' in a large, white, sans-serif font. A thick blue horizontal line is positioned below the text.

ABOUT HGS

Before continuing with Agent X VoiceSecure, we have dedicated the next two slides to introduce HGS and provide context on who we are and how we design, deliver, and operate secure contact centre services.

HGS works with organisations running complex, high volume customer and citizen services, often spanning multiple channels, platforms, and legacy environments, where voice remains a critical interaction channel and a growing fraud risk. Over time, we've built deep experience implementing and operating contact centre platforms, integrating enterprise systems, and managing services at scale.

This end-to-end operational insight has contributed to shape how we approach voice security in real service environments. In turn, this experience underpins Agent X VoiceSecure, **enabling HGS to deliver advanced voice biometrics and deepfake detection as a practical, deployable capability rather than a standalone security tool.**

HGS is big enough to deliver, strong enough to trust, but small enough to care

HGS empowers organisations to deliver intelligent, people first experiences at scale, gain insights where data sits in silos and maximise past technology investments. By unifying CX solutions with customer management strategy, data analytics expertise our digital platforms are future ready.

- **4.5** Billion Engagements Per Year
- Delivering Business Support Solutions For over **50 Years**
- **20,000+** employees globally
- Operate from **9** Countries / **32** Locations
- **60%** of our clients have been with us for 15 + Years

POWERING THE
NEXT ERA OF
CX INNOVATION

COMMITTED TO
CLIENT SUCCESS

PEOPLE CENTRED

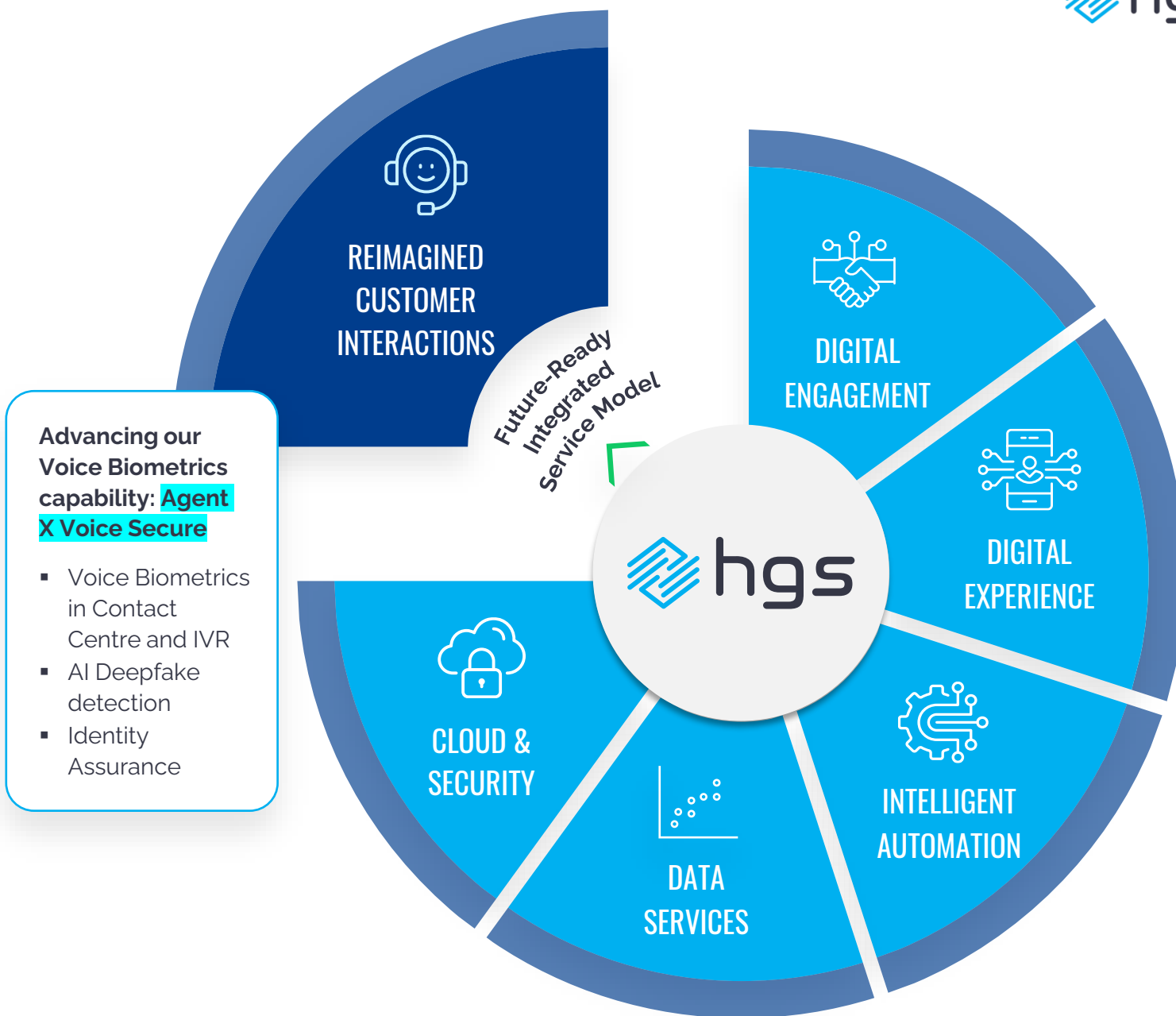
AI powered services that combine intelligent automation, data analytics, and cloud solutions to drive results at scale.

Our culture and approach is about winning together, with our people, you as a client and your customers.

Whether it's citizens or staff, people focused solutions are at the heart of everything we do.

A Complete Practice for Intelligent CX Transformation

HGS offers a complete transformation practice, aligning technology and expertise to deliver customer value.





How Agent X Voice Secure Can Support different **Voice Biometrics Objectives**



Voice Biometrics Implementation

We deploy Voice Biometrics® for a seamless authentication via Agent X or existing platforms.



Voice Biometrics Systems Migration

We can support in the migration of outdated or discontinued VB systems without disrupting operations.



Integrate Voice- Verity®

Real-time AI Deepfake Audio Detection, reducing risks from legacy VB systems

AI has changed everything

Deepfake Detection is Imperative for Call Centres

- ➔ **70% of Identity Theft** starts in Contact Centres
- ➔ AI-powered impersonation scams are **up 148% in 2025**
- ➔ **Deepfake generation tools** are widely accessible
- ➔ Cloning a voice now considered mainstream and is no longer a challenge

The **retreat** of big tech from voice biometrics creates **major** operational, compliance, and security **risks** for dependent organisations.

Three Levels of Deepfake Detection

Deepfake attacks can be detected by cutting edge speech analysis algorithms. The AI Application provides a multi-dimensional approach to sensing and identifying synthetically generated speech from genuine human speech.



Products: Biometric Capabilities



A **State of the Art** technology which allows us to offer these capabilities



Precision
Biometrics



Active + Passive
Biometrics



Anti-Spoofing



Language Agnostic



Utterance
Verification



Authentication +
Identification (Fraud)

Independently
proven to be
Faster
& More
Accurate
than competitors



Voice Biometrics in Contact Centre & IVR

Voice Identity assurance for the Contact Centre and Omnichannel Delivers Trusted Experiences using secure voice authentication with customers regardless of channel

- Fast, frictionless customer authentication
- Deepfake detection
- Active or Passive biometrics
 - IVR/IVA
 - Agent desktop
- 100% privacy compliant
- Low cost, rapid RoI
- High security - removes the risks associated with KBA



Voice-Verity® Generative AI Deepfake Audio Detection

Every call is screened for deepfakes, synthetic speech, and robocalls, ensuring only genuine humans reach agents or IVR, protecting customers seamlessly

- High accuracy deepfake protection
- Real-time audio streaming, and off-line processing
- Standard API driven, low latency protocol support
- Zero customer enrolment or verification
- No PII data
- 100% privacy compliant



See-Say® – Trusted Identity Assurance

Trusted Identity Assurance™ - an irrevocable transaction record to non-repudiation and data immutability level based on precision Voice Biometric Authentication, Cryptography and Math

Combining three essentials in one simple flow:

1. Who was speaking? (Voice Biometrics)
2. What was said? (Speech Recognition)
3. Real-time Cryptographically Generated Digits

= Identity Assured + Enterprise Access, irrevocable nonrepudiation and data immutable audit trail

The fraud detection process

Identifying bad actors



Real time Passive Authentication



Effective Fraud Detection



Seamless Customer and Agent Experience

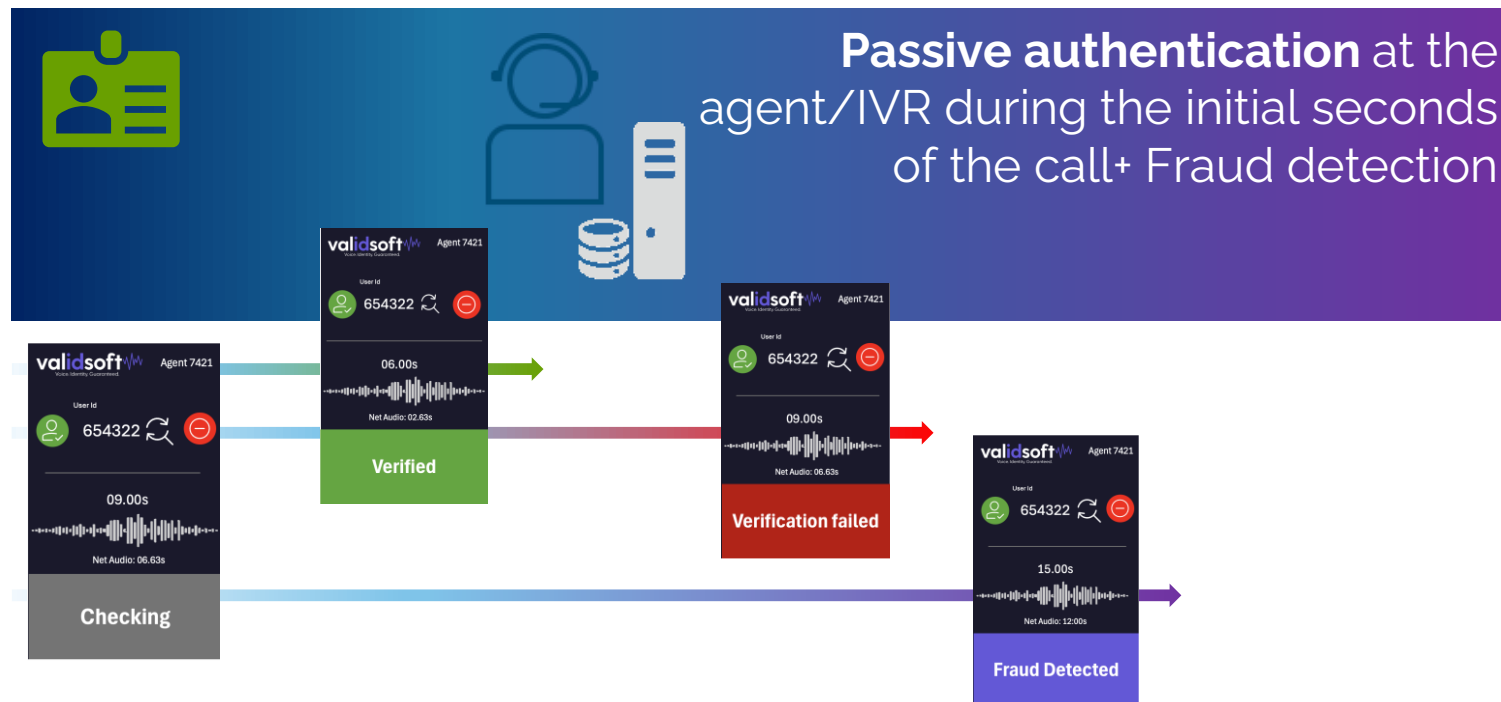


Cost Saving



Authentication + Fraud Scenarios

Authentication + Fraud Detection On-Line (real time)



Watch List Fraud Prevention



Enterprise Wide & Federated



A voice biometric **watch list** is extremely accurate in matching a speaker and not reliant on risks scores etc.



Any person performing a voice based transaction can be scanned against a **federated watch list** in real-time



Supports **n:m processing** meaning we can detect potential duplicate voice models enrolled under aliases



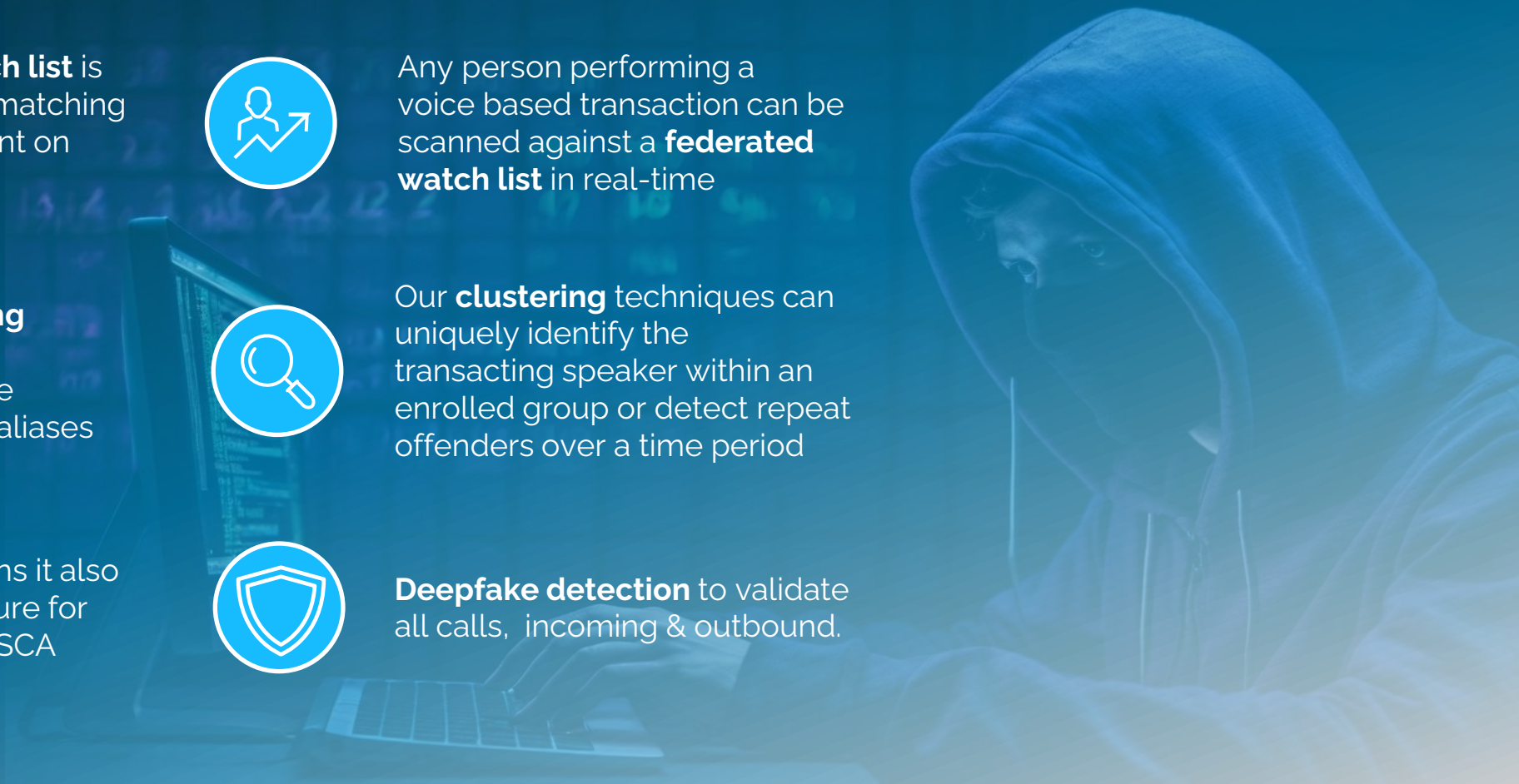
Our **clustering** techniques can uniquely identify the transacting speaker within an enrolled group or detect repeat offenders over a time period



For high-risk transactions it also integrates with 3D-Secure for compliance with PSD2 SCA



Deepfake detection to validate all calls, incoming & outbound.



Technology Overview - Deployment



Easy, Quick, Intra-Day Deployment and Activation Geo-Redundant, Globally Located, Elastic Scaling.
Deployed using Docker and VMWare, supporting Windows and Linux.



Delivered as a **Cloud SaaS** service



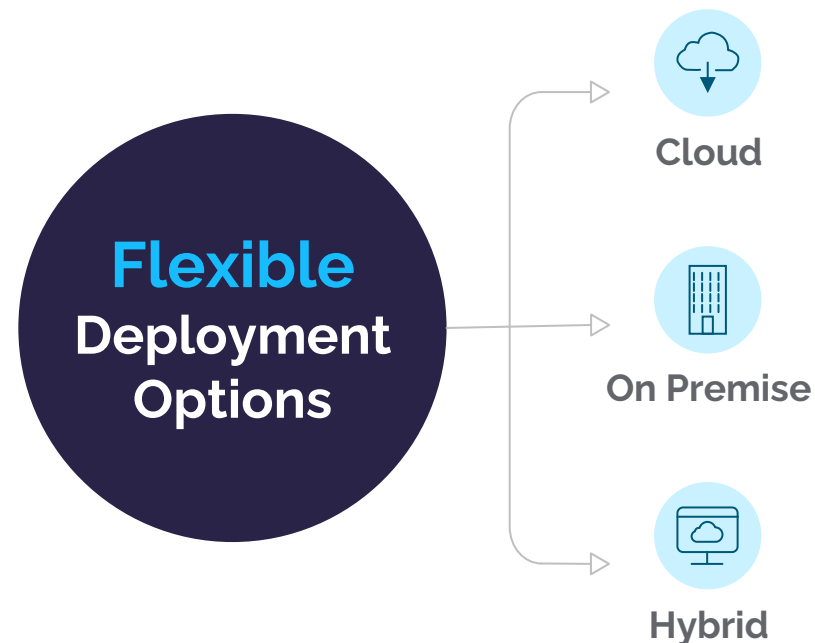
Deployed in **On Premise**



Truly omnichannel and digital first,
future proofing your authentication
investment



Proactive enrollment approach to drive
adoption and business case



CCaaS Integration Platforms



MFA Integration Platforms



Voice Authentication Use Cases

Contact Centres | IVR | IVA
Reduce your call times and identify the fraudsters attacking your business.

Enterprise
Give your teams an easy voice-based access while countering internal and external threats.



Online Services
Make it simple for customers and more secure for you.

Consumer Protection
Filter robocalls and deepfakes on mobile lines.

The Internet of Things
The connected world requires true Cross channel authentication

Payments
Make it easy, fast and secure for customers, to non-repudiation level..

Technology Overview - Integration



Overview

An API driven application architecture allows for rapid integration into a wide variety of use cases and existing platforms.

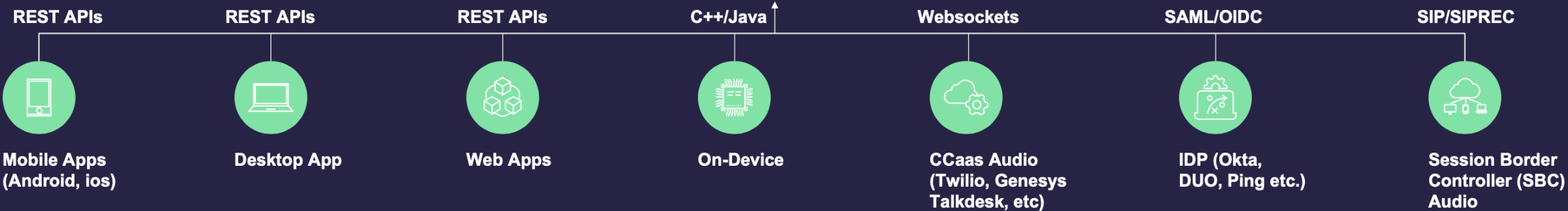
The VB application is portal to Cloud, Private Cloud, On premise and embedded environment such as SDK, micro-SDK, and native implementation on Chip (AMD M7).



Engineered to operate at scale with an architecture validated on AWS cloud infrastructure.

Validsoft Integration Points

Core Voice Biometric API



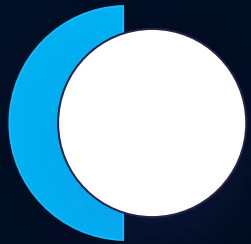
Technology

Java
Angular

Spring Boot
Hibernate

Go
PostgreSQL

Apache Tomcat
Kubernetes



Migrating from your current Voice Biometrics provider

With several large technology providers scaling back or discontinuing native voice biometrics capabilities, including the retirement of solutions such as Amazon Connect Customer Voice ID and Nuance Communication, many organisations are being left with increased fraud risk, operational gaps, and uncertain migration paths.

If you are in this situation, HGS we can help you migrate your voice biometrics platform safely away from discontinued or unsupported voice biometrics technologies. We support the replacement of legacy solutions with modern, AI-resilient voice security capabilities, minimising disruption to live services while preserving existing customer journeys and operational processes.

The next slide illustrates our approach to enable this transition for a to-be discontinued voice biometrics platform while maintaining service continuity and security.

HGS Voice Biometrics Migration Methodology



*POCs: 1-3 months

3-6 months to complete a Full Systems Migration*

Today

Kick-off & Define

Extract, Voice Print Generation, Migration & Decommission

Post Migration
Optimisation

Phase 1

Phase 2

Phase 3

Implementation
Stream

Agreed **Project Objectives**
Process understood
Extractor Server clarified

Data **Assessment**
Metadata **Mapping**
Design **Migration Scripts**
Client Data **Access & Validation**

Metadata **Extraction**
Audio **Extraction**
Audio **Validation Checks**
Re-enrolment with Validsoft
Accuracy **Testing**

Dual **System Running**
(Optional)
Real Time **Validation**
Gradual **Cutover** (Optional)

Full **Systems Transition**
Legacy **Shutdown**
Process Documentation

Performance **Monitoring**
Continuous **Improvements**
Security Enhancements

Value
Stream

Clear **migration roadmap**
reducing uncertainty
Transparency of legacy
system **data and readiness**

Future-proofed with ValidSoft's advanced
voice biometrics and fraud detection

Reduced fraud losses and
compliance risk
Continuous improvements
in customer experience and
operational efficiency

Change
Stream

Change management **support to retire**
Nuance Communications processes
Updated policies and compliance
documentation

Training refreshers for
staff and administrators

Thank you.

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