



The Voice Powered Enterprise

A New Dimension in Secured Access

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Agenda

- Company background
- VoicePowered Enterprise
- Evolutionary process
- Lessons learned



- One of the largest railroads
- Operates in 22 states, D.C. and Ontario, Canada
- Over 22,000 miles of rail
- Serves over 1,000 different facilities
- Links customers to world markets

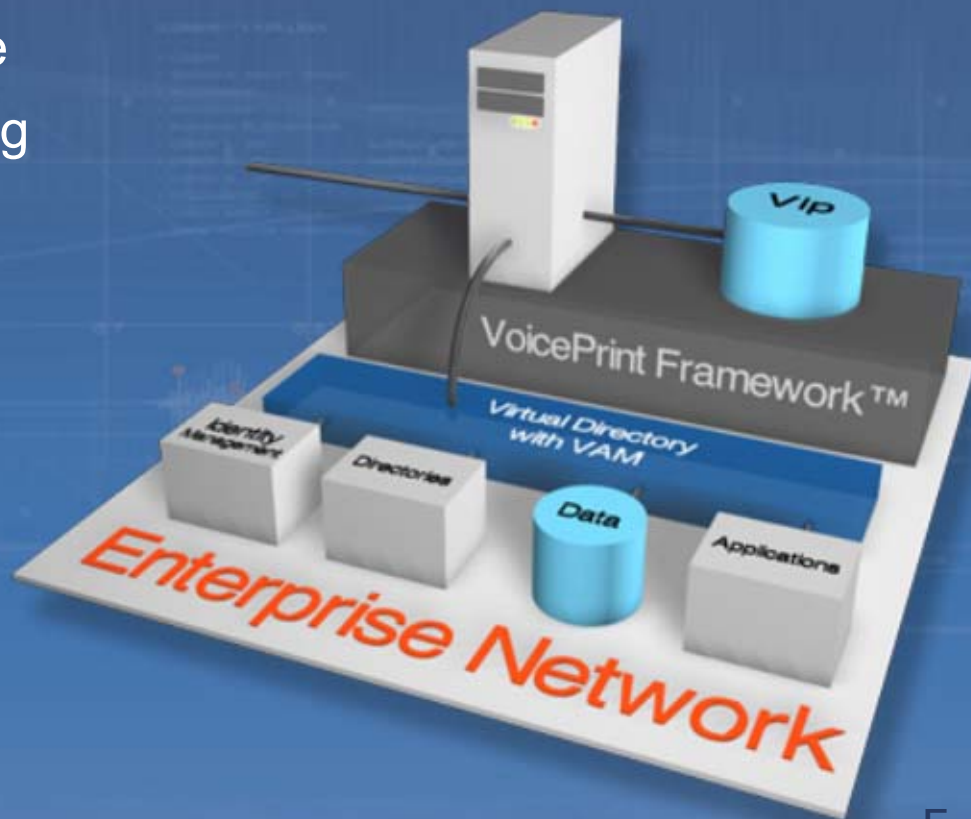
VoicePowered Enterprise



- User-Ids and passwords are not enough
- The Achilles Heel of security™
- Voice architecture
- Enterprise access points
- Integrated solutions

VoicePrint Framework

- Provides a base architecture
- Easily integrates with existing infrastructure
- Expandable
- Protects your investment
- Higher ROI



Evolutionary Process

- Password reset
 - Mainframe oriented
 - Single identity source – RACF

Evolutionary Process

- Password reset
 - Mainframe – server oriented
 - Multiple identity sources

Evolutionary Process

- Customer service center
 - Different identity management
 - Relationship between customer and information
 - Who has access
 - Access what information
 - When

Evolutionary Process

- HR application
 - Different identity source
 - Different authentication process
 - Type of user

Lessons Learned

- New look at identity
- Relationship with information
- Each silo has unique needs
- An infrastructure that crosses silos