

PARTECS 2.0 Roadmap detail PARTECS Telephone Integration

PARTECS™ can be configured to optionally provide full Telephone Integration and Voice Authentication, so users can fully interact with any object in the platform by dialing a phone central, typing the object ID (printed on the Personal Interactive Bulletin) and interacting with it real time by leaving a comment, expressing preference, requesting object info via fax, creating a new draft, amendment or blog post, depending on the actions enabled.

VOICE.TRUST TECHNOLOGY

PARTECS™ makes use of VOICE.TRUST™ technology to achieve this result. The VOICE.TRUST Server™ is a software package that enables reliable user authentication via voice. The system understands the user's ID (speech recognition) and checks whether the user's voice matches the user's stored voiceprint (voice verification).

A very high level of security is attained thanks to multi-level/multi-factor voice analysis. According to the customer's individual security standards, the user's ID and one or more keywords may be required. Special filters, multiple checks and algorithms which eliminate disturbing background noise or hoarseness ensure maximum system reliability.

Voice authentication technology is a dynamic biometric process. Unlike passive biometric processes like fingerprint readers or face scanners, voice verification provides considerably more data points - meaning much higher security.

The voice server is designed for maximum data security in compliance with data protection laws. The generated voiceprints are encrypted before they are stored on the server. Thus, personal data is protected from theft and/or abuse. The VoiceXML 2.0-Standard is an internationally recognized and widely used technology. High scalability secures the future of your investment by ensuring that the solution grows with your needs.

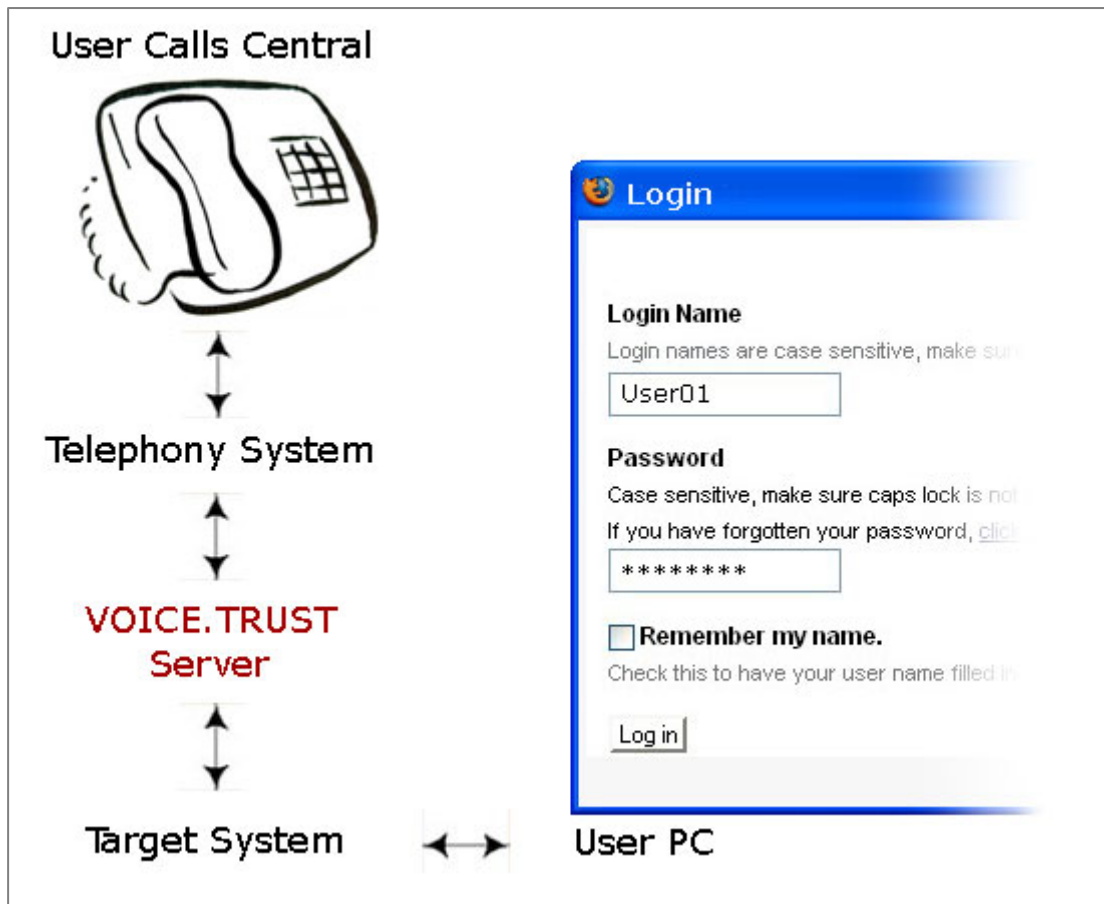


Fig. 1: User authentication process using VOICE.TRUST Server™ technology.

VOICE.TRUST™ server works with the user's voice identity (voice print), based on spoken material recorded in advance. It then employs it for highly secure verification during subsequent business or access-related dialogues. The modular software combines all the components needed to implement the customer solution. The user only needs a commercial telephone (analogue, ISDN, GSM).

The server is integrated into the existing PARTECS™ infrastructure via programmable interfaces and connectors. Thanks to the integrated administration and statistics modules, precise tailoring of the solution to special requirements is easily possible.

Connectors link the server's interfaces with the interfaces of the PARTECS™ platform, ensuring smooth data transfer. The following standard connectors are available: Microsoft Windows, Active Directory, SAP, LDAP, RACF/HOST, RSA, UNIX, Novell, Oracle, Lotus Notes, Utimaco SafeGuard Easy, Remedy, others upon request.

The VOICE.TRUST™ server is scalable thanks to an intelligent guidelines manager. With the corresponding server setup, false rejections (comfort - between 1 and 3%) and false acceptances (security - below 10^{-4}) can be adapted to the desired security standard. Attempted

break-ins, such as those using a digital recording, are prevented by the challenge/response process (live test).

Follow PARTECS™ Interactive Phone Participation in the diagram below, to get an overview of the functionalities we can provide.

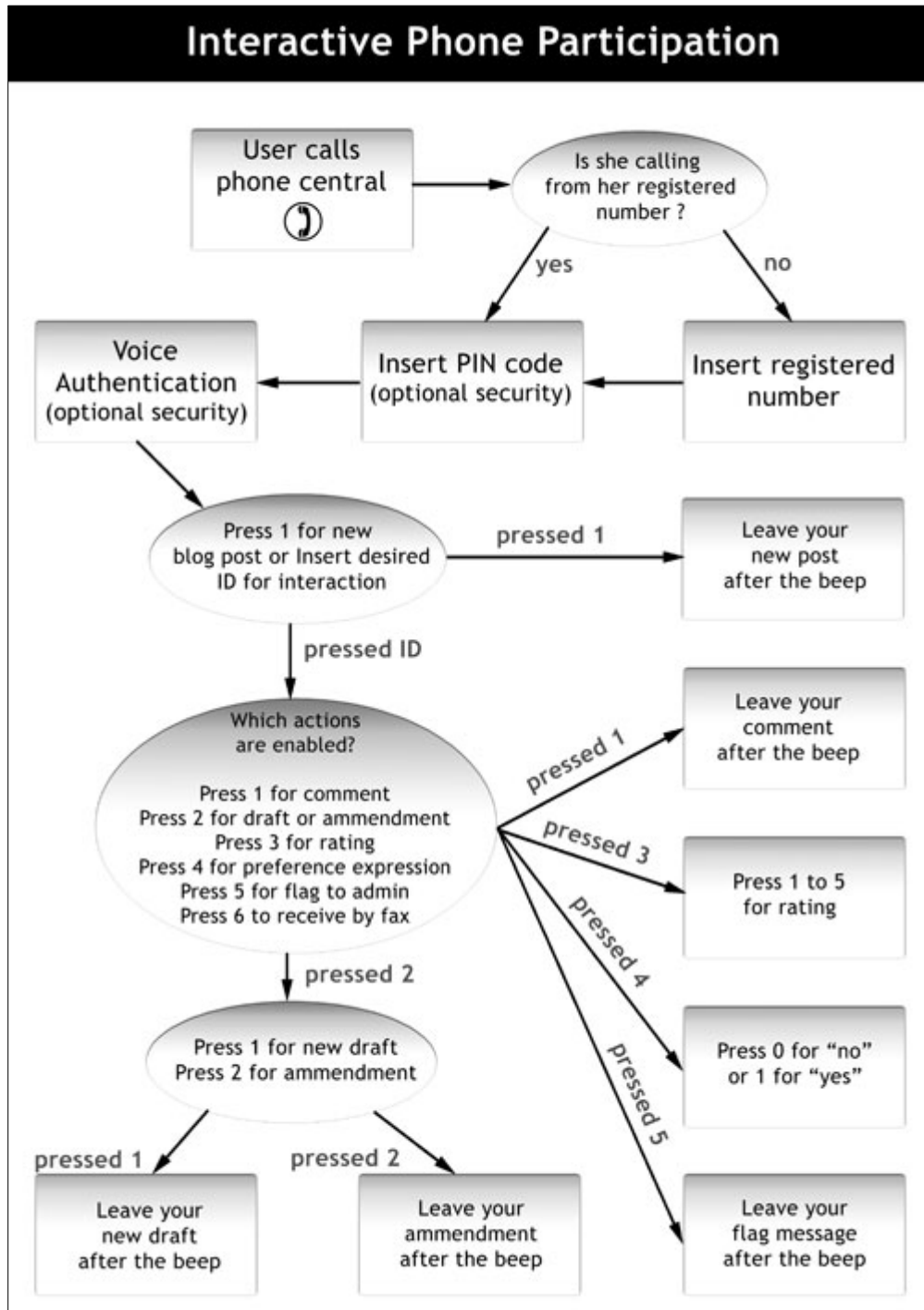


Fig. 2: User participation workflow using PARTECS™ Phone Integration and optional security.

HARDWARE-INDEPENDENT, TWO-FACTOR AUTHENTICATION

Reliable user authentication is the prerequisite for secure access to your company data and resources. PARTECS™ two-factor authentication is based on the combination of password/PIN and your unique voice.

With this combination (knowledge and identity), abuse of PINs or passwords is impossible. PARTECS™ + Telephone Integration requires no extra hardware such as tokens or Smartcards. Things on the user side (ID and PIN) remain unchanged. Employing the existing telephone infrastructure, the external user can be authenticated in seconds on the basis of his own voice.

CUSTOMER BENEFITS

- Increased security based on two-factor authentication (voice authentication and PIN or password checks);
- Inexpensive and flexible: no additional hardware or software on user side;
- Intuitive usability, high user acceptance;
- Available 24/7;
- Biometric attack resistance technology;
- Intelligent decision-making logic;
- Validated by security authorities;
- Voice system certified by **Common Criteria**.



The Common Criteria represents the outcome of efforts to develop criteria for evaluation of IT security that are widely useful within the international community. It is an alignment and development of a number of source criteria: the existing European, US and Canadian criteria (ITSEC, TCSEC and CTCPEC respectively). The Common Criteria resolves the conceptual and technical differences between the source criteria. It is a contribution to the development of an international standard, and opens the way to worldwide mutual recognition of evaluation results.

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