



Phone Self-Service Solutions for Banks & Financial Institutions

Leader in Phone Self-Service Solutions **ivvo**

SpeechStorm is the leading provider of integrated phone self-service solutions for SMS, Touch-Tone, Speech Recognition and Interactive Voice and Video Response (IVVR) for banks and financial institutions. Through our global partner network and local operations in the UK, Ireland, Poland and soon in the Middle East, we provide a range of inbound and outbound solutions that will save you money, improve customer service experience and customer relationship management.

Backed by a professional services capability of more than 260 consultants, SpeechStorm is part of Kainos Software Ltd, a leading IT Consultancy and Systems Integrator. For over 20 years Kainos has been deploying and supporting critical banking and customer interaction solutions giving SpeechStorm a distinctive edge.

IVVO Banking: Mobile banking as easy as making a call

SpeechStorm's unique IVVO Banking solution gives financial services customers all the power of online banking direct from their mobile phones, delivered in an easy to use, intuitive and branded experience.

Accessed by making a video call from any 3G mobile phone, IVVO Banking delivers all the cost saving benefits of other automation approaches, with a number of advantages over online and traditional phone banking including:

- Faster access – calls up to 60% shorter than telephone banking for common queries
- Increased automation – supports a wider range of transactions and information
- Enhanced security - no data downloaded to the handset
- Enhanced up-sell/cross-sell – rich content and instant transfer to a sales adviser
- Potential beyond self-serve – customer segmentation, retention, premium services

To see IVVO Banking in action, make a 3G video call from any 3G video enabled phone to +442890 572082. (Enter Customer ID 123456, PIN digits 1,3,5 and any date of birth when prompted)



Award-Winning Speech Automation



AIB, Ireland's largest retail bank, has deployed a SpeechStorm's Auto Attendant product known as SpeechStorm Operator for its high-value Relationship Managed customers. The solution, which is the single largest speech recognition deployment in Ireland, has greatly enhanced the customer experience by eliminating layers of IVR touch tone procedures, speeding up the process of reaching the intended person or function. With the extensive suite of management reporting provided, AIB can truly measure the level of service they provide to their most valued customers.

The AIB solution has already won an Inspired IT award in Ireland and was shortlisted for the prestigious FST Awards for excellence and innovation in information technology in London.

Benefits for Banks & Financial Institutions:

IVVO Banking: Online banking in the palm of your hand:

- Available whenever, wherever you need it - connect from any mobile phone, at home, at work or on the move
- Access as easy as making a call - no software to download, no waiting for an Internet connection
- Quick, secure login - visual prompts get faster, more accurate responses and keystrokes can't be overheard
- Intuitive service selection menus - graphic options provide instant access
- Rich presentation - mix text, numbers and graphics and video for maximum usability
- Brand reinforcement - incorporate promotional and advertising materials for extra impact
- No footprint - everything erased at the end of the call
- The solution is very secure - when you hang up the call there is no data left on your phone
- Full multi-language support - including English, Arabic and Sub-continent languages.