



About Deutsche Post DHL



Deutsche Post DHL is the world's leading postal and logistics services group. Its integrated DHL and Deutsche Post brands offer comprehensive services in international express, air and ocean freight, road and rail transportation and contract logistics. It is Germany's only universal provider of postal services and delivers mail and parcel in Germany and the world.

The company generated revenue of more than €55 billion euros in 2012 and has about 475,000 employees in more than 220 countries and territories.

The Challenge

Deutsche Post was looking for a way to automate the password reset process for employees in its Germany offices. The process was too long at four hours, negatively affecting productivity, and required manual agent support, increasing the burden on the helpdesk. The IT staff required a solution that provided 24/7 self-service, significantly reduced the length of the password reset process, and offered a high level of authentication security to protect its systems and employees from unauthorized access.

The Solution

Deutsche Post selected VoiceTrust's Password Reset solution to enable employees to reset their passwords anywhere and anytime using their voice. The solution provides a more convenient user experience that doesn't require the involvement of help desk staff while providing a very high level of security with voice biometrics. Employees voluntarily enroll their voice by calling a password reset phone number or receiving an automated call-back from a webpage to store their unique voiceprint. Their voice is then used to automatically authenticate them each time they require a password reset for a more secure and convenient process.

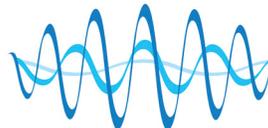
The solution integrates into their Windows ADS system through a reset connector for a seamless experience. Self-service password reset has been very popular, with over 25,000 Deutsche Post employees voluntarily signing up and using the service today.



Employee calls or receives an automated call-back from the web



Repeats random set of words or a pass-phrase



Voice compared to enrolled voiceprint



Password resets upon successful verification

Results

Deutsche Post achieved significant productivity gains and cost savings while making the password reset experience more convenient and secure for employees

- Over **100,000 hours** of productivity gained per year
- Over **50%** voluntary adoption rate by 40,000 employees
- Shortened password resets from 4.5 hours to 15 minutes
- Increased authentication security for employees
- Reduced help desk costs by **16%**



“ The VoiceTrust solution helped us gain tremendous productivity and achieve cost savings in the helpdesk while providing a secure and convenient password reset process for over 25,000 employees with voice biometrics. ”

Wolfgang Köhl, Corporate IT Office, Deutsche Post

About VoiceTrust

We provide voice authentication solutions that prevent fraud, eliminate identity theft, and make application logins more secure. Fortune Global 500 clients including banks, insurance companies, call centers, and enterprises rely on our solutions to verify the identity of millions of users. Founded in 2000, the privately-owned company is headquartered in Toronto, Canada with additional offices in the USA, Germany, and UAE. For the latest insights on security and user authentication follow @VoiceTrust on Twitter, or visit www.voicetrust.com.