



SAFE & SMART IT SOLUTIONS

FROM VOICE SURVEILLANCE.. TO CALLBOTS.. TO MOBILE MEMOS...

# IS SPEECH TURNING INTO A GLOBAL ASSET AT FINANCIAL INSTITUTIONS ?

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#LT119

*Ariane Nabeth Halber*  
**BERTIN IT**

# BERTIN IT – CYBER & AI SOFTWARE VENDOR

120 people. + 50% dedicated to R & D. In France - United Kingdom - Germany  
Subsidiary of CNIM Group, staff 2600, 690Meuro/year, traded on Euronext Paris

Some customers :



- ▲ SENSITIVE IT NETWORKS PROTECTION



- ▲ MARKET INTELLIGENCE
- ▲ GOVERNMENT INTELLIGENCE



- ▲ MEDIA MONITORING
- ▲ SPEECH TRANSCRIPTION FOR BANK COMPLIANCE & CUSTOMER INTELLIGENCE
- ▲ LIVE VOICE APPLICATIONS



# 3 STORIES OF SPEECH TECH AT FINANCIAL INSTITUTIONS

## 2 TRENDS

## 1 DILEMMA





## VOICE SURVEILLANCE

SPEECH-TO-TEXT TRANSCRIPTION OF TRADERS CONVERSATIONS RECORDINGS FOR **BANK COMPLIANCE**

**CUSTOMERS** : INVESTMENT BANKS

**USERS** : COMPLIANCE OFFICERS

**PAIN** : LIMITED SAMPLING OR TIME-CONSUMING LISTENING OF RECORDINGS

**GAIN** : REDUCED RISK OF NON-COMPLIANCE AND RISK OF FINES + HIGHER EFFICIENCY OF VOICE COMS SURVEILLANCE & INVESTIGATIONS

### **SPEECH TECH CHALLENGE**

COMPRESSED, NOISY,  
NON-NATIVE ACCENTS  
SPECIFIC LANGUAGE  
CODE-SWITCHING  
MULTILINGUAL

### **ACHIEVEMENT**

REACH END-USERS TARGET 70+%  
TOP RANKING IN BENCHMARKS





 **CALLBOT / AUGMENTED  
COM**

SPEECH-TO-TEXT LIVE TRANSCRIPTION OF  
CALL STREAM FOR **CUSTOMER  
RELATIONSHIP CENTERS**

**CUSTOMERS** : IRETAIL BANKS

**USERS** : CALLERS / AGENTS

**PAIN** : CALL VOLUME INCREASE YOY /  
QUALITY & TRAINING HARD TO MONITOR

**GAIN** : CALLBOT AUTOMATING REPETITIVE  
CALLS, ABSORBING CALL VOLUME /  
AGENT LEARNING FASTER AND  
DELIVERING BETTER EXPERIENCE

**MediaSpeech® LIVE**

**SPEECH TECH CHALLENGE**

LIVE TRANSCRIPTION - « NO » DELAY  
LONG VS. SHORT FORM SPEECH  
HARDWARE FOR CONCURRENT CALLS

**ACHIEVEMENT**

HIGH OUT-OF-THE-BOX PERF + ADAPT=90+%  
5+ CALLS PER CORE  
TOP RANKING IN BENCHMARKS





 **MOBILE MEMO**

SPEECH-TO-TEXT LIVE TRANSCRIPTION OF  
MEMO DICTATED FROM MOBILE DEVICES  
FOR SALES AND FIELD AGENTS

**CUSTOMERS** : CORPORATE BANKS

**USERS** : SALES

**PAIN** : TYPING IN MOBILITY

**GAIN** : FASTER, COMPLETER, SHARABLE  
MEMOS

**SPEECH TECH CHALLENGE**  
SECURITY & MOBILE ARCHITECTURE  
AUTOMATED ADAPTATION

**ACHIEVEMENT**  
*WORK IN PROGRESS*  
*TOP RANKING IN 1ST BENCHMARKS*

**MediaSpeech® MOBILE**



Analytics

Speech Analytics  
ROI = Quality / Compliance  
Mode = files batch



Call-Bot / IVR++  
ROI = volume capacity  
Mode = live



Augmented communication  
ROI = productivity + Quality  
Mode = live

MediaSpeech® MOBILE

MediaSpeech®

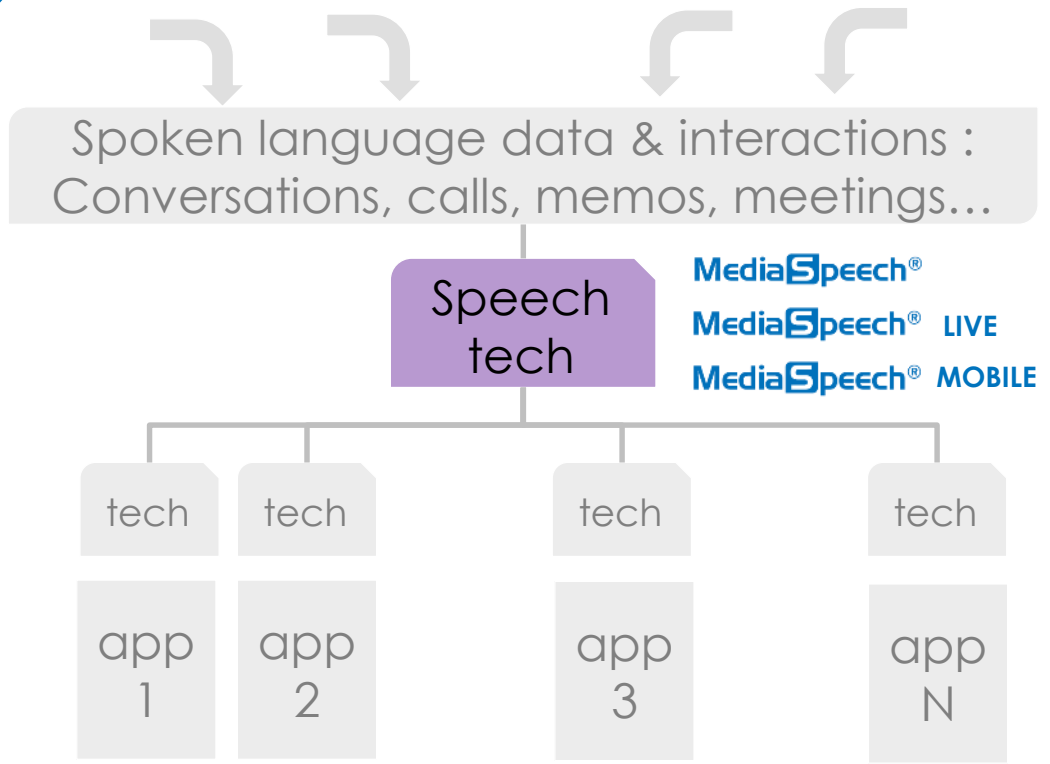
MediaSpeech® LIVE

MediaSpeech® LIVE

TREND

1

# TOWARDS LIVE & AUGMENTED COMMUNICATIONS

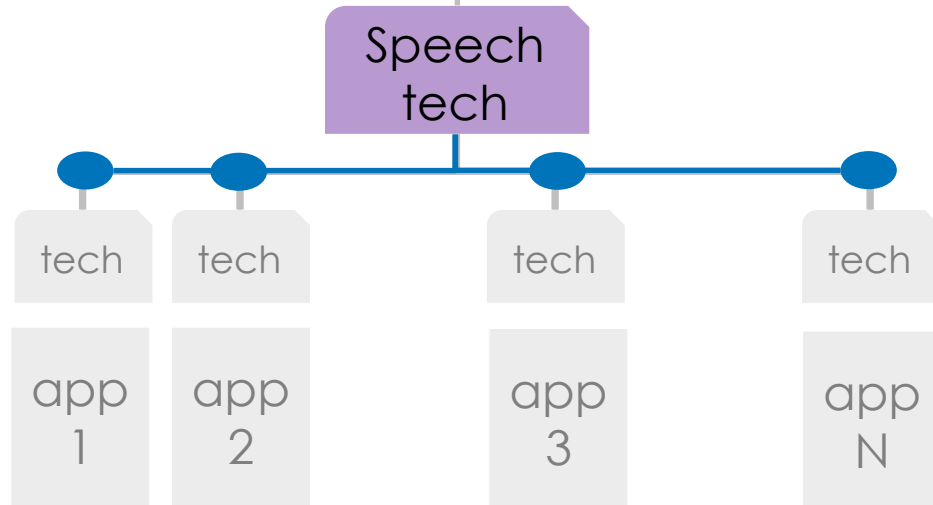


TREND **2**

TOWARDS A TRANSVERSE APPROACH  
TO SPEECH AS A GLOBAL ASSET



Spoken language data & interactions :  
Conversations, calls, memos, meetings...



# 1 DILEMMA

TECH-DRIVEN VS APP-DRIVEN ?

WHAT PIVOT – TEXT, SPEECH, **OTHER?**



Ariane Nabeth Halber

T. +33 6 43 59 59 13

E. [ariane.nabethhalber@bertin.fr](mailto:ariane.nabethhalber@bertin.fr)

E. [speech@bertin-it.com](mailto:speech@bertin-it.com)

[WWW.BERTIN-IT.COM](http://WWW.BERTIN-IT.COM)

[@bertin\\_IT](https://twitter.com/bertin_IT)



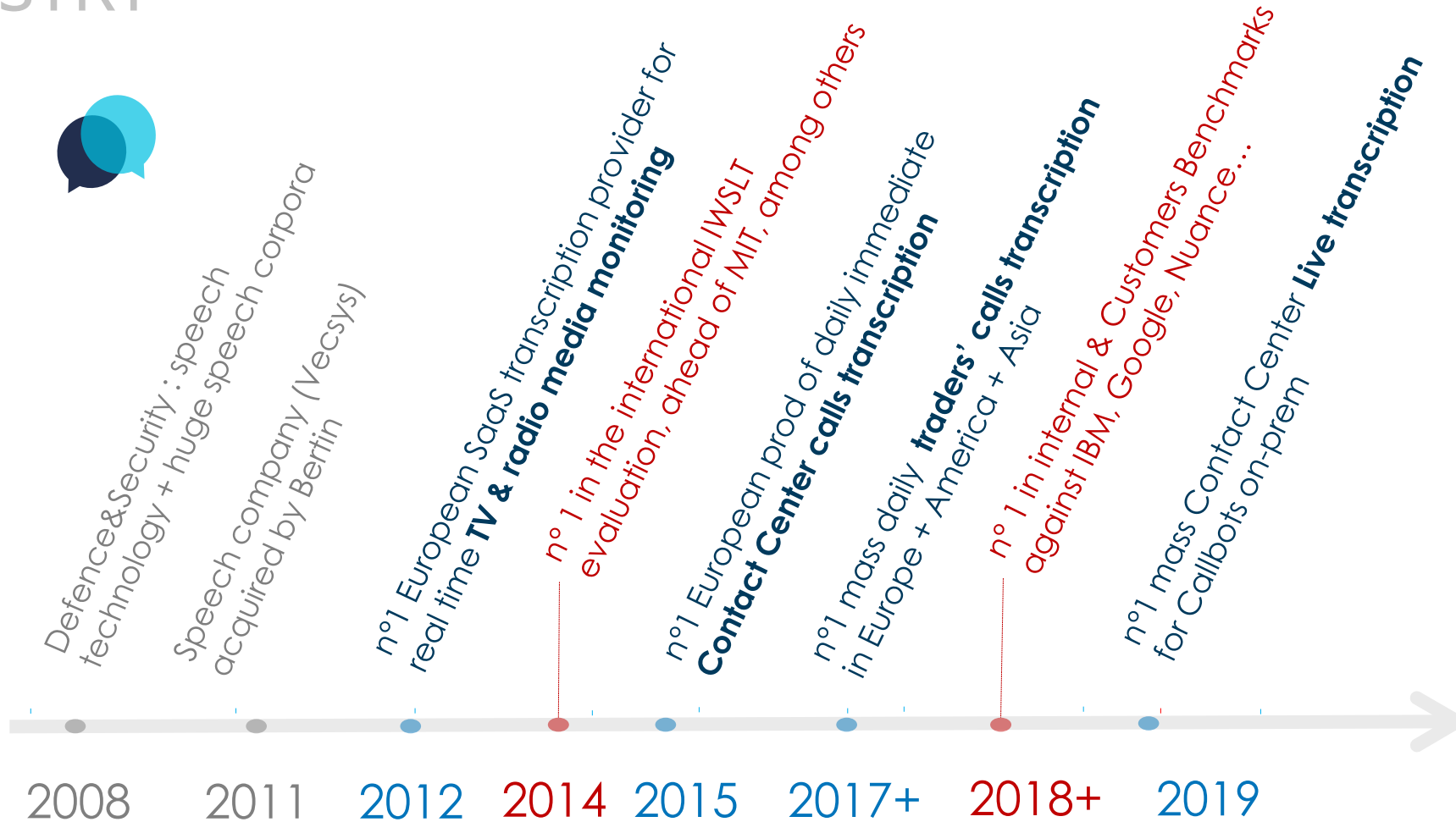
 MEETING ASSISTANCE

TRANSCRIBING MEETINGS

  
**MediaSpeech® MOBILE**



## TECHNOLOGY EXCELLENCE – FOR DEFENSE & INDUSTRY





## MARKET INTELLIGENCE

NOS SOLUTIONS PERMETTENT AUX ENTREPRISE DE  
TOUT SECTEUR

DE SUIVRE LES **ÉVOLUTIONS**  
COMPÉTITIVES, RÉGLEMENTAIRES,  
TECHNOLOGIQUES ET SCIENTIFIQUES **DE**  
**LEUR MARCHÉ**

&

D'IDENTIFIER LES OPPORTUNITÉS DE  
**DÉVELOPPEMENT** ET AJUSTER LEUR  
**STRATÉGIE**

