

Speech Technology Magazine honors LumenVox as top speech biometrics vendor

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[LumenVox](#) has been recognized as the top Speech Biometrics Vendor by Speech Technology Magazine in its 2019 People's Choice Awards. The speech automation solutions company was also acknowledged as the second favorite vendor in the Speech Recognition category.

Speech Technology Magazine's People's Choice Awards showcases its readers' favorite speech technology tools and platforms and votes cast by the people who use and work with voice-based technology every day.

"LumenVox has deployed a multitude of call center identification and authentication applications, such as automated password reset, using speech biometrics, including active/passive authentication and fraud prevention to organizations worldwide," comments Edward Miller, CEO of LumenVox. "To be recognized by the people who use our solutions is an honor."

LumenVox and VoiceTrust [merged operations](#) last September.

New LumenVox partnership announced

LumenVox and MODIS ITO have announced a partnership to offer customer tailored speech and biometric authentication services. Hosting a biometric platform with LumenVox, MODIS can provide authentication solutions designed for businesses that outsource their IT.

"LumenVox is pleased to have MODIS ITO as a partner for serving enterprises with authentication services," says Bettina Stearn, managing director, Europe LumenVox. "Our partnership serves the specific needs of the clients in a certified environment within Europe, while meeting the strict GDPR regulations and requirements nowadays."

"With this partnership, we take another bold step forward towards enhancing user experience," adds Martin Wimmer, managing director MODIS ITO. "The LumenVox solution is an excellent addition to our contact channels for more self-service based on cutting edge technology. By creating automated user-friendly processes, efficiency and customer satisfaction can be continuously improved."

Both companies will showcase solutions next month at the annual Service Desk and Service Management World in Cologne, Germany.

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