

PR Communication

BNI deploys Indriya's Multifactor Authentication with Voice Biometrics for Automated Password Reset

In an Asian banking industry first, [PT Bank Negara Indonesia \(Persero\) Tbk \(BNI\)](#) has successfully piloted and deployed a multifactor authentication application from Indriya Innovations with Voice Biometrics for Automated Password Reset. The solution supports the local Bahasa Indonesia language for authentication to enhance bank's internal security and convenience for BNI's employees.

Established in 1946 as the first bank formed and owned by the Indonesia Government, BNI's IT department strives to provide the best services for BNI's customers and its internal staff.

BNI's spokesperson M. Harsono, (IT Helpdesk & Command Center Group Head), was quoted as saying

“At BNI, resetting passwords have often posed challenges for our IT help desk. In order to increase security, our BNI's IT help desk allows only strong passwords with a combination of alphabets, numbers and special characters. As a result, BNI users have often forgotten their passwords.

In our organization with thousands of people, IT help desk receives numerous requests per month. Manually verifying the staff's identity maybe the most secure option, but it causes inconvenience to both IT helpdesk and users. We felt that a convenient and secure automated password reset mechanism is a must to cater to so many requests.

Our new multifactor automated password reset application from [Indriya Innovations](#) has alleviated the woes of IT help desk. The web portal application designed and implemented by Indriya Innovations using Nuance Vocal Password biometrics engine is able to help our IT help desk to allow safe, secure and convenient way to reset passwords.

Our objective is to provide our staff with a more convenient, faster and easy-to-use password resets while simultaneously improving IT security.”

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Indriya Innovations' spokesperson Dr. Mohan Rajarathinam said, “The recent deployment of our solution at PT Bank Negara Indonesia (BNI) further endorses IBM 'Next 5 in 5 - 2011' list of innovations in which biometric data like a person's voiceprint is predicted to replace passwords in future. Our Multifactor Authentication (MFA) system with Voice Biometrics for Automated Password Reset (APR) solution at BNI is a milestone in the Asian banking industry and first of its kind in local Bahasa Indonesian Language with Liveness detection feature to deter fraud. We leveraged on the new VocalPassword engine from Nuance on this project.

Indriya Innovations MFA for APR is a highly secured Voice Biometrics based ID&V solution for enhancing all types of self-service functions, user convenience and privacy. Internal staff as well as external phone and internet banking customers can reset their PINs and Passwords on a 24X7 basis.”

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