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TECHNOLOGY STRATEGY BOARD AWARDS MAJOR GRANT TO UK VOICE SPECIALIST INTELLIGENT VOICE

London 16th September 2013: Intelligent Voice, a Chase ITS Group company, is already a market-leader in "holistic" compliance for the Financial Service Marketplace. Its innovative "Jump*To*" product monitors phone calls, e-mails and IM in real-time to spot anomalies and highlight wrongdoing. Intelligent Voice employs a number of highly innovative voice analysis techniques to ensure accurate automatic telephone transcription and analysis.

The Intelligent Voice "Accelerated Voice" project, supported by the UK's innovation agency, Technology Strategy Board, will strengthen 4 key areas seen as vital to the evolution of voice processing and analysis:

1. Massively parallel (GPU) voice recognition: Speeding up speech recognition by factors of 50 times using inexpensive co-processors
2. Emotion Analysis: Detecting sentiment in telephone calls for use in call centres, fraud detection and security applications
3. Speaker separation: Taking mixed phone conversations (such as conference calls and mono recordings) and splitting the speakers into individual channels
4. "Unknown" speaker recognition: Grouping callers by voiceprint to allow easy identification – ideal for unknown or blocked user ID's

"Voice is still seen as the poor cousin in data storage and retrieval," says Nigel Cannings, CTO of Intelligent Voice. "Our 'Accelerated Voice' project will enable large-scale, small footprint voice recognition combined with features that are of use to industry day-to-day. It's about time voice technology came out of the toyshop." Voice analysis today is viewed a bit like image processing was at the beginning of the 90s – looks clever but will not replace paper.

The Accelerated Voice project will transform the way voice is used in the enterprise, allowing enormous amounts of data to be processed at high quality in real time with a small processing footprint, making voice a viable data source for long-term storage and analysis. It will also re-establish the UK as a leader in commercial speech research, following the sale of Autonomy to HP and Spinvox to Nuance.