

# Transforming workforce management

## Case study



*comunicare,  
semplimente.*

- Partner:** I-Tel
- Solution:** Workforce management
- Industry:** Public services
- Requirement:** Voice biometric authentication

### The challenge

I-Tel's customer, Agenzia Interregionale per il fiume Po (AIPo), is a public body that provides environmental services for the Italian regions surrounding the river Po. The interregional agency's activities include taking care of the basin's waterways, preserving Italy's largest water catchment area.

Like other public administrative bodies in Italy, AIPo was concerned to win the fight against absenteeism, the first victims of which were colleagues and citizens alike. Accordingly, AIPo needed to comply with new legislation promulgated by the Minister for Public Administration.

Known after the minister as the 'Bongiorno Decree', the Decreto di Legge Concretezza (Concrete Actions Bill) advocated the use of new technologies to replace the various automatic detection systems in use. In particular, systems for biometric verification of identity were included, in order to verify public employees' working time observances, and to improve administrative efficiency whilst increasing the quality of services provided to citizens.

### The solution

AIPo chose the Sm@rtC6 multichannel system from I-Tel, in which the VoiSentry biometric speaker verification and authentication software was integrated. I-Tel's highly accurate yet simple and convenient to use system was designed for the automated management of attendance, shift working, absences, etc. The system was designed to eliminate improper practices, for which it incorporates biometric voice stamping, using VoiSentry.

Speaker recognition involves the digital analysis of the employee's voice, providing a unique method of identity verification, acting in the same way as fingerprints or ocular detection. It has the notable advantage of being less invasive and inexpensive compared to facial recognition.

# VoiSentry

## “ What I-Tel told us:

We're glad to say that the effectiveness of our Sm@rtC6 system has been endorsed wholeheartedly by AIPo. We were convinced of the benefits of voice biometrics, to simplify people's lives and improve relationships between workers and employers in public administration.

Thanks to the automation of our system, with its integration of VoiSentry, AIPo and other public bodies can be 100% sure of who clocked in. With voice stamping, everything is simple, transparent, and immediate, both for the employee and for the human resources department, which no longer has to process the stamping of badges.

VoiSentry is a technology that does what we wanted it to do, and it was straightforward to integrate into our Sm@rtC6 solution. The vendor are great to work with. They provided us with a level of support and attention second to none, and they made no undue demands on us or sought to interfere in the process of dealing with our customer. ”

Stefania Mancini, Technical Director,  
I-Tel Informatica e Telecomunicazioni srl

Using Sm@rtC6 represented a sea change in public administration, as old-fashioned I.D. badges were replaced with biometric checks of identity. Using just a smartphone app, employees can notify, modify and accept shifts, verify attendance, and communicate absence, enabling real-time management of deployed resources. For the employee, it's as simple as dictating a voice note. For public bodies concerned with security issues and data privacy, the system is far more secure than methods involving badges and passwords.

## The outcome

The innovative approach offered by I-Tel's Sm@rtC6 and VoiSentry has speeded up the approval time for requests, eliminated data entry and the use of paper in the human resources department, and improved the management of sudden absences, emergencies and availability. In particular, the system has reduced the cost of management and infrastructure, and through the certainty of identifying the worker, the reputations of those who work honestly in public administration are now assured.

Beneficially, workers are now able to certify in real-time the start/pause/end of activities, even when working remotely or in locations where there is no badge reader. Thanks to Sm@rtC6 and VoiSentry acting as a virtuous solution, it is no longer possible to be certified by a colleague or fail to stamp. No one will be able to falsify their work and cover their absence from the workplace.

I-Tel's VoiSentry powered Sm@rtC6 solution enables:

- Voice authentication via a simple and intuitive app;
- Security and GDPR compliance for operators and users of the system;
- Elimination of manual processing of workers' badge time stamps; and
- Time saving, with a significant return on investment.

## About I-Tel

I-Tel conceives, designs and implements technological systems for public administrations, including the integration of multi-channel, workforce tagging, and IoT systems and devices. Primarily, I-Tel offers solutions that optimise data and information flows in order to improve management processes, deliver service efficiencies, and save money, in line with the Digital Administration Code and supporting policies.

## About VoiSentry

VoiSentry is a voice biometrics product from Aculab, a leading provider of advanced speech technology systems for telecommunications related applications. VoiSentry is part of a software-based advanced speech, enabling technology, and developer API portfolio that serves the evolving needs of automated and interactive telephony-based systems; whether on-premise, data centre hosted, or cloud-based, across a wide variety of markets and business-critical services and solutions.

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# VoiSentry