


8.1.48 Intelligent Voice

Nigel Cannings	
nigel.cannings@intelligentvoice.com + 44 (0) 20 3627 2670	
St Clare House, 30-33 Minories, London EC3N 1BP	
www.intelligentvoice.com	
<p><u>Company Description</u></p> <p>Intelligent Voice Limited is a global leader in the development of proactive compliance and eDiscovery technology solutions for voice, video and other media. Intelligent Voice® turns audio, video, email and IM into smart data, using a powerful Machine Learning Engine, combined with the fastest commercially available Speech to Text processing. Featuring biometric speaker identification, custom language and acoustic modelling and both on premise and in-cloud integration, to provide you with the best processing and analytics tool available on the market.</p> <p>Intelligent Voice enable government agencies, banks, insurers, litigation support providers, and international consultancy and advisory businesses to manage risks and meet regulatory requirements. The company is headquartered in the United Kingdom and has been providing market leading solutions across structured and unstructured data since the infancy of Optical Character Recognition in the early 1990s.</p> <p>Fundamental to the success of the company, the patented technologies Intelligent Voice® and JumpTo™ are developed by a team of dedicated researchers and system engineers based in the UK. Ownership of the core technology resides with Intelligent Voice Limited. Intelligent Voice continues to lead the market and will maintain their strengths in the areas of thought leadership, innovation, R&D and providing solutions to their clients.</p> <p>Key to the Intelligent Voice ethos is Privacy, Performance and Price. Intelligent Voice is architected as a “cloudy” solution, but it can be deployed on-premise or in a private cloud. Intelligent Voice does not use public cloud services for its speech to text.</p>	
<p><u>Vendor Offerings</u></p> <p>High speed audio and video analysis and review underpinned by:</p> <ul style="list-style-type: none"> • Ultra-fast speech to text processing using NVIDIA® GPU cards, whether server or cloud-based • Topics of interest automatically surfaced via a proprietary approach • Optional indexing of identified alternative words – combining the best of transcribed text and a word probability lattice to offer the widest possible range of searches across a dataset, without the over-retrieval of phonetic search • Biometric voiceprint searching – independent of any metadata or transcribed text. <p>Results from telephone calls or audio or video files that can be ingested into any eDiscovery system as:</p> <ul style="list-style-type: none"> • Speaker-separated US federal court format transcript text file • IV Note; an automatically generated email containing the speaker separated transcript text within the body of the email and/or the original audio or video file as an attachment • Data load file (.DAT) 	

- Standalone Intelligent Voice Player html file containing navigable transcript text, key topics and responsive search terms, combined with a player for the embedded audio / video file.

Audio historically sat in its own isolated silo, with phonetic search – searching on the sounds that make up the words rather than the words themselves – the only available tool. However Phonetic Search (sometimes referred to as Audio Search) in isolation has significant drawbacks:

- Phonetic / Audio Search does not give you “unknown unknowns” – you need to know what you need to know before you can find it.
- Phonetic / Audio Search does not produce text. The workflow for any matter involving more than just audio – emails, IMs, scanned documents, etc – relies on text-based review, as do analytics tools such as Relativity and Brainspace.

Intelligent Voice® for eDiscovery have been designed by a team that have undertaken audio review themselves, and as such the toolset is intuitive and easy to use. The unique, patented Intelligent Voice Player cuts down review times by a client-verified 70%. Intelligent Voice® gives great power out of the box, enabling thousands of hours of audio to be processed each day. Intelligent Voice® only exposes what is relevant to an individual user or organisation.

Intelligent Voice has Native Relativity plugins for both on-prem and RelativityOne supporting the entire process from ingestion and transcription through to redactions and productions of both media and text, without the reviewer or the data ever leaving the Relativity platform.

All Intelligent Voice functionality is available natively in both the Relativity and RelativityOne platforms:

- Security. Intelligent Voice lets you choose on-prem, private cloud, partner hosted and now IV's secure SaaS processing, using high-speed GPU powered speech algorithms.
- Intelligent Voice works in more than 25 languages and dialects across Asia, Europe and the Americas, as well as providing an alternative word (“lattice”) search to enable you to find likely words and phrases without the over-retrieval of phonetic search.
- User-driven model building put the power to get greater accuracy in your hands without the need for expensive and time-consuming professional services. Just keywords for the case, or run a saved search against documents already in your workspace.
- Search and analyse audio files without leaving the platform. Search for key terms in a specific file or across your entire archive of audio data.
- Redact text and audio direct from your interface using simple word highlighting.

Intelligent Voice worked with Relativity to develop their free trial program and were the first Relativity Partner to offer a free trial. Available to new and current RelativityOne customers, the trial program allows users to deploy and use select RelativityOne-integrated apps in a free-trial format. Intelligent Voice have also partnered with ZyLAB to integrate speech review into ZyLAB's eDiscovery platform. See the Intelligent Voice entry in the Software Section for more details.