



Corporate Overview

Unlock the value inside massive amounts of unstructured audio, video and customer interaction content to achieve real business opportunities never before possible—all at speeds that business demands.

nexidia 



Obtaining insight into this information asset allows forward-thinking organizations to integrate the customer voice into their business, enabling them to impact customer satisfaction, improve product offerings, reduce operational costs, identify and maximize revenue opportunities and ensure adherence to internally or externally regulated processes.

Call centers can now instantly tap into the voice of the customer and unleash the type of powerful intelligence that proactively drives business growth—all at speeds never before imagined. Nexidia provides a scalable customer interaction analytics solution which enables companies to extract key business intelligence content from these untapped assets.

Rich Media

Rich Media providers are faced with vast and ever-increasing volumes of data and growing demand from consumers to make this media accessible. The growth in rich media content has created a market need to go beyond traditional metadata approaches and unlock the rich information contained in audio and video in order to easily index, search and access this content.

Nexidia enables content creators and aggregators to rapidly deliver rich media search capabilities thru the web.

Companies in industries such as media creation and aggregation, content management, advertising, broadband and media tools recognize the need to dramatically enhance discoverability, relevance and personalization of rich media search. This creates new advertising opportunities and new rich media applications around search, navigation and playback of rich media.

Enterprise customers can tap into the full value of their audio video library by making it easily searchable by internal users.

Legal Audio Discovery

While effective risk mitigation requires consistent, uniform policy enforcement across records of all types, the lack of a highly scalable, accurate audio-video discovery solution has hampered the ease of discoverability of audio-video records. In the event of a lawsuit or regulatory action, the prohibitive cost and difficulty of retrieving these specific communications from amid vast numbers of more mundane audio files can force companies to accept a costly settlement.

Now compliance managers, lawyers and auditing professionals can locate critical evidence within valuable audio recordings within hours—not days. Automating the manual listening process eliminates the judgment errors caused by fatigue, boredom and other distractions that typically result from manual listening. Regardless of audio quality, Nexidia uncovers relevant information that delivers the most compelling evidence to prove the power of a legal argument.

Government

Audio intelligence and the ability to analyze surveillance in multiple languages, is mission critical for organizations in the fight against illegal or dangerous activities. Manually translating, transcribing and searching these communications can cost organizations precious time, money and manpower. Nexidia's technology enables

Armed Forces organizations, homeland security, and law enforcement to tap into the massive amounts of collected lower quality audio communications at the fastest speeds, highest accuracy and with the most flexible deployment options. This results in timely identification of threats and the enabling intervention or corrective action.

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