

Nemesysco Appoints New Chief Operating Officer to its Service Centre in South Africa

Company sees growth opportunities for its voice analytics technology for genuine emotion detection in HR and financial services verticals in South Africa

Kadima, Israel and Johannesburg, South Africa (October 28, 2021) – [Nemesysco](#), a leading provider of voice analytics technologies and solutions for genuine emotion detection, today announced that Lelani Rautenbach has been appointed as the new **Chief Operating Officer (COO)** of the **Nemesysco Service Centre Africa** in South Africa.

Rautenbach will be directly responsible for fostering Nemesysco's growth in South Africa and providing strategic vision to customers on how to leverage the company's voice analytics technology to enhance decision-making processes. She will be working together with Guy van Damme, CEO of Nemesysco Service Centre Africa, to expand the company's footprint across the larger continental Africa.

Rautenbach is one of South Africa's most experienced operators of the Nemesysco technology and has developed an expertise in investigating fraud and assessing risk using the company's investigation tools. She previously served as the COO of a large forensic service centre that utilizes Nemesysco's technology to validate claims and conduct risk assessments for insurance and other financial services companies in South Africa.

Nemesysco's [voice analytics technology](#) is designed to reveal the genuine emotional state of a person. The technology detects and measures uncontrolled psychophysiological changes to a person's voice during open conversations. It is indifferent to language or the content of speech and can detect and measure a range of emotions, including excitement, enthusiasm, assertiveness, aggression, stress, frustration, fatigue and more.

Strong Footprint in Government and Insurance Sectors in South Africa

Nemesysco Service Centre Africa was established in 1997 and is responsible for promoting Nemesysco's technology and solutions and supporting the company's customers across Africa.

Nemesysco's customers in South Africa include numerous government and police organizations that have been using the company's technology for special investigations and anticorruption activities for over twenty years. These government and police customers are using Nemesysco's technology as an investigation tool for their vetting processes as well as internal and external investigations from criminal profiling to hostage negotiations.

"The SIU has been using the Nemesysco technology as part of our internal screening processes since 2010," stated Roxane Ferreira, Senior Manager of Internal Integrity at the Special Investigating Unit of the South African government.

Nemesysco also has a strong footprint in the insurance sector. Customers in this vertical market are leveraging the Nemesysco technology as a forensic tool to improve risk assessment processes and reducing the time required to validate insurance claims.

“With the Nemesysco technology, we are able to assist our clients, which include insurance providers, brokers and underwriters, to swiftly settle low risk claims and direct their time and resources to high risk claims,” explained Mellisa Pillay, Manager at the Forensic Service Centre at LexForensics.

Innovative Technology Making a Positive Impact

“These are exciting times for Nemesysco in South Africa and I am proud to be leading the company’s operations in the country,” said Lelani Rautenbach, COO of Nemesysco Service Centre Africa.

“Nemesysco is contributing to improving the lives and economy of South Africa in so many positive ways from helping fight corruption in the public sector to streamlining the validation of insurance claims to improving recruitment and employee engagement.”

Since the onset of the Covid pandemic, Nemesysco has experienced an increased demand from the human capital management space in South Africa to support remote hiring and candidate selection as well as remote employee wellness monitoring. The demand for Nemesysco’s technology in the HR vertical is being driven mostly by the need for local businesses to maintain continuity and productivity, including recruiting qualified talent, despite ongoing Covid restrictions.

“Our customers in South Africa were among the early adaptors of our voice analytics technology and many have been using our solutions for genuine emotion detection for over twenty years,” said Amir Liberman, CEO of Nemesysco. “We are confident that Lelani will lead our continued growth and success in South Africa and the region.”

About Nemesysco

Nemesysco is a leading provider voice analytics technologies and solutions for genuine emotion detection. The company’s patented Layered Voice Analysis (LVA™) reveals and measures the genuine emotions of a speaker during voice-based communications. Nemesysco’s technology has applications for call centers, insurance and financial services, human resources, mental health and more. For more information, please visit www.nemesysco.com.

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