

Everise achieves a Secure Work from Home experience for their agents and customers

CHALLENGES

Initially, Everise's financial service client was witnessing a 400% surge in inquiries because of the 2020 U.S. Govt Covid-19 stimulus check payout. In anticipation of further spikes, their client wanted Everise to scale customer support without compromising on security and compliance. Everise needed to prevent unauthorized access while protecting the privacy of their agents working from home.




Now, Everise needs to scale Secure Work from Home (WFH) due to the demand of multiple clients requiring Tetherfi's WFH solution because it has proven to provide the next level of security, compliance and productivity.

SOLUTIONS

Everise chose Tetherfi's Secure WFH powered by our **Edge AI, and Camera Vision Technology** to prevent unauthorized persons, objects, and/or actions while the agent is working. Rules-based actions and alerts are managed real-time to support Everise agents and business operations.

Everise trained remote agents and supervisors across Asia & North America to handle all stimulus check inquiries using Tetherfi's Secure WFH solution, given its ease of use. They leveraged Tetherfi's advanced biometrics authentication features to prevent unauthorized access to critical data.

BENEFITS

-  Adherence to clean desk policy and compliance without being intrusive
-  Rapid deployment leading to significant cost optimization
-  Faster & secure customer resolutions without compromise to the customer experience

EVERISE

Solution

Secure Work from Home

Industry

Information Technology and Services

Location

North America & Asia

