

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

## EVERISE

### Company

Everise is a global business process outsourcing (BPO) and technology company offering customer service solutions for high-growth companies

### Location

US-Based with Global Operations

### Tetherfi Solution Deployed

Secure Work from Home

## 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 from home. Rules-based actions and alerts are managed real-time to support Everise agents and business operations.

Everise trained remote agents and supervisors across North America & Asia to handle secure inquiries using Tetherfi's Secure WFH solution. Furthermore, 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 and more secure customer resolutions without compromise to the customer experience

*"The Tetherfi Work From Home solution has given us that extra layer of protection to secure customer data and meet compliance requirements - without infringing on our agent's privacy when they work from home. Based on the initial success, we have extended the solution, and continue to extend to many more agents"*

### Vijay Kumar

Sr. Director – Technology (IT Solutions)