Everise Achieves a **Secure Remote Work Experience** For Their Agents and Customers

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EVERISE

CHALLENGES

Initially, Everise's financial service client was witnessing a 400% surge in inquires because of the 2020 U.S. Govt Covid-19 stimulus check payout. In anticipation off 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 the demand of multiple clients requiring Tetherfi's WFH solution because it has proven to provide the next level of a security, compliance and productivity.

SOLUTIONS

Everise chose Tetherfi Secure Assist 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

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

Solution Deployed
Tetherfi Secure Assist

"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)

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