

Transcom *Doubles Down on Security* with Tetherfi Secure Assist Solution



Challenges

As a global leader in providing CX services to leading brands, Transcom has thousands of employees that work from home. Transcom leadership is focused on ensuring a best-in-class service delivery to their clients, and security compliance is a major part of that mandate.

With so many remote employees, adherence to security practices can be a challenge. Transcom needed a way to help **ensure compliant operations were at the forefront of the employee experience**. Leadership wanted to support employees and their privacy while protecting customer data and following approved security practices.



Solutions

Transcom selected Tetherfi Secure Assist solution to **safeguard customer and employee data** and add an extra level of security compliance. Rules-based triggers and alerts are managed real-time to support Transcom employees and ensure smooth operations.

Transcom partnered with Tetherfi to train remote agents and supervisors in North America and Asia to maximize the benefits of Tetherfi's solution. Using Tetherfi's advanced **biometrics authentication** features, Transcom is identifying behavioral trends and preventing unauthorized access to critical data.



Benefits



Heightened security awareness among employees using the solution



Increased security compliance and practices



Decreased risky behavior that could compromise customer data



Higher employee engagement, morale, and productivity

"Since deploying the solution, I've noticed a big improvement in productivity and smoother workflows. It's created a more disciplined and connected environment, even though we're all working remotely, and it's been a real boost for both security and efficiency."

- Transcom Operations Leader -

"With the security features, I don't have to worry about potential data breaches especially sensitive customer information, which allows me to focus more on managing the team's performance and ensuring that goals are met, rather than constantly addressing security concerns. Tetherfi's secure remote work capabilities positively affect team morale and engagement."

- Transcom Operations Leader -



• Singapore • India • Sri Lanka • USA • Indonesia • Malaysia • Japan • Canada • Australia

Transcom

Company

Transcom provides digitally enhanced customer experience (CX) services to some of the world's most ambitious brands. More than 300 clients globally, including disruptive e-commerce players, category redefining fintechs, and technology legends rely on us for on-, off-, and nearshoring services.

Transcom's over 33,000 employees work in 90 contact centers and work-at-home networks across 28 countries, creating brilliant experiences in customer care, sales, content moderation, and back-office services.

Location

Headquartered in Sweden with Global Operations

Solution Deployed

Tetherfi Secure Assist

For more information visit [Tetherfi.com](https://tetherfi.com) or write to us at info@tetherfi.com

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