tetherfi

Strengthens *Remote Work* with *Tetherfi Secure Assist*

CHALLENGES

With a large portion of its contact center team working remotely, Experian needed to ensure that its remote operations remained secure, compliant, and efficient. The company's priorities, combined with evolving agent preferences, called for a work environment that could robustly support remote performance while protecting sensitive data. However, remote work environments introduced heightened risks of data breaches, unauthorized access, and potential non-compliance with privacy standards such as GDPR, HIPAA, and ISO. Additionally, Experian lacked the tools to monitor and ensure agent behavior remained compliant in real time, posing operational and regulatory challenges that could not be overlooked.

SOLUTIONS

Tetherfi implemented its *Tetherfi Secure Assist* solution, designed to deliver real-time visibility into remote agent environments. At the heart of the solution is Vision AI, which detects high-risk behaviors not permissible in office settings; such as mobile phone usage during working hours, unauthorized individuals assisting or observing tasks, and even impersonation by non-employees.

To ensure full regulatory compliance, the platform provides a secure and fully compliant framework aligned with global standards like GDPR, HIPAA, and ISO. Additionally, a robust administrative module was deployed, offering granular user management, permission-based access, and detailed activity logging. This empowered Experian with full control and visibility into remote operations, enabling proactive management from anywhere.

experian.™

Company
Experian is a global data analytics and consumer credit reporting company that empowers businesses and consumers worldwide to make smarter decisions. With a strong emphasis on security, compliance, and innovation, Experian continues to set industry benchmarks in data protection and digital customer engagement.

Location
United States

Solution Deployed
Tetherfi Secure Assist

BENEFITS

✓ **Seamless Business Continuity**
Enabled uninterrupted remote operations without compromising on compliance, performance, or data security.

✓ **Proactive Risk Mitigation**
Real-time monitoring of non-compliant actions strengthened data protection and ensured adherence to global privacy standards.

✓ **Live Operational Oversight**
Provided supervisors with full visibility into agent status and activity, supported by intervention tools like whisper, barge-in, and workload reassignment.

✓ **Centralized Control and Efficiency**
Simplified remote workforce management with a single dashboard to manage users, permissions, and system settings with ease and accuracy.

"Tetherfi's Secure Assist capabilities positively affect team morale and engagement. With the ability to work from home securely, my team members are more satisfied and motivated, which directly impacts their performance. From a leadership standpoint, I notice improved communication and collaboration, even in a virtual environment, and I can maintain a close connection with my team, ensuring accountability and support. This leads to a more productive and cohesive work environment, benefiting both the team and the overall business."

- Team Lead -

tetherfi

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

For more information visit Tetherfi.com or write to us at info@tetherfi.com