

# STOPPING SECURITY THREATS BEFORE THEY START

A distributed workforce introduces new challenges to security. *Challenge, accepted!*



## LOCKING DOWN WITH INDUSTRY-LEADING SECURITY CAPABILITIES

As a Digital CX leader, Alorica's been at the forefront of cyber security. And we've made our game-changing security skills even stronger, with a program that safeguards, protects, and strengthens distributed workforces...through global pandemics and beyond.

From advanced threat detection to highly adaptable protection, we effectively manage identity and data security, with the continuity, consistency, compliance, and insanely great CX that our clients have come to expect.

**Because no matter what happens, Alorica has you—and your workforce—covered.**

## ALORICA: HARDWIRED SECURITY

From the agents we hire and the equipment they use to our network infrastructure, our security measures safeguard valuable client and customer data. Alorica's comprehensive suite of solutions is unmatched, and leverages a powerful combination of **people, process and technology**.

## REAL-WORLD RATIONALES



**67% of clients** list security as their top priority in maintaining a permanent Work-at-Home workforce<sup>1</sup>



In 2021, **90% of breaches** involved some form of phishing or social engineering. (according to US FBI)<sup>2</sup>



**53% of customers** listed a company falling victim to a data breach as good reason for abandoning the brand<sup>3</sup>



**85% of customers** are loyal to brands that safeguard and protect the privacy of their personal information<sup>4</sup>

### PEOPLE



- Experienced security and compliance leaders
- Compliance managers
- Behavioral coaches
- Quality assurance experts
- Extensive background checks and screening
- Alorica promotes security awareness as part of our everyday work

### PROCESS



- Agent onboarding agreements
- Violation management processes
- Mandatory daily compliance acknowledgement
- Security awareness training
- Fraud management
- Resilience built to align with each of our client priorities

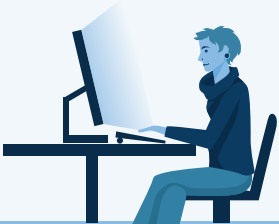



### TECHNOLOGY



- Rapid onboarding & offboarding through automation
- Multi-factor authentication
- Virtual desktop
- Security violation identification
- IoT device restrictions (e.g. Google Home, Alexa, etc.)
- Secure our assets with industry proven security stack of controls

## ENVIRONMENTAL SAFEGUARDS

Our leading, AI-based solution delivers Work-at-Home accountability, compliance and security. By continuously monitoring agent activity, maintaining a clean-desk environment and mitigating security risks, we're able to support a productive, secure team of remote Aloricans worldwide.

AGENT RECOGNITION	ROOM SCAN	BEHAVIORAL MONITORING	DESKTOP OBSERVATION
<ul style="list-style-type: none"> <li>• Identity verification</li> <li>• Imposter violation</li> <li>• Continuous ID verification</li> </ul> 	<ul style="list-style-type: none"> <li>• Prohibited devices</li> <li>• Clean desk assessment</li> <li>• Room too dark</li> <li>• Video not clear</li> <li>• Background audio</li> <li>• Background motion</li> </ul> 	<ul style="list-style-type: none"> <li>• Left-screen view</li> <li>• Multiple people</li> <li>• Mobile phone/active call detection</li> <li>• Violation suspicion</li> </ul> 	<ul style="list-style-type: none"> <li>• Onboarding</li> <li>• Desktop screen capture/recording</li> <li>• Data copy attempt</li> <li>• Idle vs. active reporting</li> <li>• Dual-monitor access</li> </ul> 

## ALORICA PAY

60% of organizations<sup>5</sup> still use outdated, pause-and-resume technologies to avoid storing sensitive data on call recordings. We think there's a better way—and we call it **Alorica Pay**.

With Alorica Pay, remote workspaces are **secure** workspaces. Confidential customer information is automatically masked and is inaccessible by our team members. Our platform:

- **Integrates seamlessly** with existing payment providers and processes
- Keeps the agent and customer in **constant, verbal communication**—for a better overall experience
- Offers full scalability, and is **100% cloud-based**
- **Level 1 PCI Certified**; CISO active with PCI SSC and Participating PCI Member



### PAYMENT ASSIST

Leverages Dual Tone Multi Frequency (DTMF) masking technology to provide companies a **secure way of handling payments by phone**—without bringing company environments in scope of PCI DSS.



### DIGITAL

**Secure payment options can be provided via digital channels**—including web chat, WhatsApp, social media, email and SMS.



### IVR

**Empower your customers to make payments 24/7**—without speaking to an agent or accessing your website. Payments are handled within a secure cloud, and can be integrated with your IVR platform (or completely outsourced to us).

## THE BOTTOM LINE

Ready to lock it down? Here's what Alorica stores in the vault:



### SECURITY & COMPLIANCE EXPERTS

Alorica leverages more than 20 years of experience across highly sensitive and regulated industries—and we are a leader in deploying security initiatives that protect our clients and their customers.



### ALWAYS IMPROVING

Anomalies, behavioral trends, performance and Agent Experience are all tracked and analyzed—allowing us to continually refine and enhance.



### POWERFUL COMBINATION OF PEOPLE, PROCESS, TECHNOLOGY

We've built a sustainable Work-at-Home platform with security, scalability and performance metrics comparable with brick & mortar.



### CONSULTATIVE APPROACH

After reviewing existing client systems, our security experts and CXC teams provide risk assessments and action plans—identifying where and how risk can be reduced or mitigated.



### HIGHLY SECURE, CUSTOMIZED SECURITY PLATFORM

Business rules, violation severity and actions can be tailored to client-specific needs.



## ABOUT ALORICA

Alorica is a global leader in customer experience solutions. We are made up of 100,000 passionate problem solvers who make lives better through positive customer interactions—at every touchpoint—across voice, chat and social. Leveraging innovative technologies—including intelligent automation and a comprehensive analytics suite—we support the world's most respected brands with the best talent and resources necessary to create insanely great experiences. Alorica provides a host of world-class services—from customer care to financial solutions and digital services—to clients across industries of all kinds, many of whom are on the Fortune 500. Alorica contact centers and operation hubs span the globe with locations in 16 countries. To learn more, visit [www.alorica.com](http://www.alorica.com).

1. Alorica internal data
2. SecurityBoulevard
3. Talend
4. Accenture
5. PCI Pal internal data