

Secure Access for Call Center Employees, Peace of Mind for Administrators

The Challenge

Securing confidential client data is a serious concern for IT and Security administrators at call centers. As call center staff have moved from work only in the office to working from anywhere, and often from any device, current endpoint security solutions aren't offering enough protection for sensitive customer information. Call centers urgently need a solution to securely support their employees and contractors, wherever they are working, while also meeting their customer's compliance requirements.

In order to accommodate these issues, many call centers have decided to either provide corporate issued laptops or in some cases to spin up a virtual desktop in the cloud or datacenter for these employees and contractors, and grant them access to this environment from their own endpoint. Both these solutions have inherent challenges. Issuing call center staff with a corporate laptop is costly, labor intensive, and can often take time to provision the hardware. How can call center representatives protect customer data while working securely from anywhere?

The Solution

Using Hysolate, call center admins can instantly deploy Hysolate Workspace - an isolated virtual OS, on the employee or contractor's endpoint and allow them to access their corporate systems only from this environment. The Workspace can be pre-provisioned with all the required applications and security controls that are required for productive work in the corporate environment. When necessary, the Hysolate Workspace can be instantly deprovisioned by the admin, without leaving any data on the user's endpoint.

Hysolate enables call center IT and Security teams to save on infrastructure costs, without opening up security risks. Call center admins can easily monitor corporate activity taking place within the Hysolate OS.

Call center reps have a native user experience with Hysolate, and can easily toggle between the two environments, according to admin policies. Since Hysolate runs on endpoints and not in the cloud, users experience less lag and latency issues, even with lower available internet bandwidth.

Benefits

/1

Hysolate can be provisioned, deployed and scaled out remotely in minutes, so call center employees can be up and running quickly, rather than waiting for dedicated hardware. Updates are pushed remotely from the cloud.

/3

No sensitive customer data is left on the employee's or contractor's device after their Workspace has been deprovisioned.

/5

Any transfer of data between the Hysolate Workspace and the contractor's host OS can be completely prohibited and even screen capturing from the host will be denied, completely preventing any data loss or leakage. Call centers guarantee protection of customer data thanks to fine-grained security controls.

/2

The Hysolate Workspace can be completely isolated from the host. This includes restricting it at the network level to only being able to connect via VPN, a cloud access broker or other methods to the corporate network or applications.

/4

It's easy to package, provision, and manage all necessary call center apps remotely, across multiple teams.

About Hysolate

Hysolate enables organizations to isolate risky or sensitive activities on users' endpoints with a local workspace that isolates applications and data. Hysolate has reinvented how an isolated virtual environment is instantly deployed on a user's device and remotely managed from the cloud. With Hysolate you can "split" the user's device into two isolated environments so users can work freely and be productive without compromising security.

Hysolate is backed by Bessemer Venture Partners, Innovation Endeavors, Team8 and Planven Capital.

For more information, visit:

www.hysolate.com

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