



Covid-19 Accelerates Need for Secure and Flexible Bring-Your-Own-Device Solution for Work-at-Home Agents at Scale

CUSTOMER



SECTOR

Business Process Outsourcing

REGION

Global/Florida HQ

EMPLOYEES

35,000

iQor is a managed services provider of customer engagement and technology-enabled BPO solutions. With 35,000 employees in 9 countries, they partner with many of the world's best-known brands to deliver customer support solutions that span the consumer value chain. iQor serves a variety of industries, from financial services to major wireless carriers.

At the start of 2020, iQor already had a stable, robust work-at-home solution in place, having deployed it years earlier to various domestic and off-shore programs. But as COVID-19 began impacting global operations in January of that year, the leading BPO provider saw the demand for WAH solutions skyrocket and quickly took the opportunity to strengthen their solution's infrastructure. Over 70% of their workforce now utilizes their WAH solution.

The Challenges

In the face of a worldwide pandemic that forced cities into stay-at-home lockdowns, iQor needed to provide agents with the ability to work from home. Agents, no longer being able to access on-site thin clients, needed a solution that would allow them to securely access their VMware Horizon environment.

iQor first worked to put a plan in place to provision and retrieve the equipment down the line. The purchase of new machines was not reliable due to supply issues and logistical impacts brought on by COVID-19. Lockdowns and transportation closures also made distributing and delivering equipment difficult.

iQor quickly altered course. They knew that they needed to embrace a Bring-Your-Own-Device (BYOD) solution and leverage their agents' personal machines. Successfully implementing a BYOD model would also help with recruitment and staffing. A BYOD solution's inherent flexibility would allow iQor to add velocity to the hiring process by adding in-demand remote agents across its locations, regardless of geography.



"Our clients trust us to extend our secure platform to our agents around the globe. Security is a number one priority for the WAH model."

Marcelo Parodi, Vice President of IT

THE CHALLENGES

- Overcome costly issues with supply and logistics
- Solve staff turnover and equipment management
- Speed up onboarding and remove drain on IT
- Maintain flexible and scalable infrastructure



Security was the ultimate goal. iQor's ideal solution would essentially be an extension of their call center security protocols adapted for WAH. iQor wanted to limit the user access on the agent's BYOD machines and protect against data leakage.

Support and manageability was also an essential factor. iQor required a solution that enabled devices to be managed as if they were on-site— updates needed to be performed quickly, and agents needed to be supported easily.

However, when looking for software solutions that could facilitate secure BYOD machines, iQor ran into issues around onboarding and their agents' support.

THE SOLUTION

- ✔ Secure and compliant work-at-home solution using agents' personal devices
- ✔ Fast and hassle-free onboarding of new agents
- ✔ Flexible software to meet any requirement

The Solution

When looking for a solution to answer the need for security, manageability, and onboarding speed, iQor considered the challenges of deploying their BYOD solution onto their agents' personal machines. iQor needed to ensure they were not crippling the personal device or allowing a potentially outdated machine (by security standards) into their secure corporate network. This is where they found Secure Remote Worker.

Secure Remote Worker is a software-only Windows application that is installed on the agent's personal Windows PC. On-demand, it converts the unmanaged PC into a fully managed, secure thin client device.

This allowed iQor to secure their agent machines without causing any permanent change to the machines themselves. iQor was able to present agents with an application to launch into a secure workspace that was completely controlled by IT, where they could only access designated applications. Once finished with their shift, agents could then log out of the secure workspace and regain full control of their personal machine.

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"The Secure Remote Worker platform allows us to quickly deploy connectivity and applications to our work-at-home agents with the same security controls as if they were at our locations."

Marcelo Parodi, Vice President of IT

THE BENEFITS

- Secure Remote Worker provides iQor's WAH agents with the same security level that they were used to on-premises. Agents were restricted and could only access corporate resources when inside Secure Remote Worker.
- Using the Validation Tool and Secure Remote Worker's Single Click Installer, iQor was able to get agents assessed and onboarded within minutes, with little to no handholding from IT.
- iQor could easily control, manage, and update their WAH agents with the ThinScale Management Platform. Everything from device auditing to Windows patching can be performed centrally.
- One of the major ways Secure Remote Worker stood out from other solutions was its flexibility. iQor was able to let agents use their personal devices securely while still allowing agents to keep their personal machines intact.

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"The single click download and installation of the Validation Tool & Secure Remote Worker client, along with documentation, has allowed us to pretty much achieve unattended installations for our agents, with no help needed from IT"

Marcelo Parodi, Vice President of IT

The Benefits

Complete Security for WAH

iQor's primary requirement for their BYOD solution was security. They were looking to limit machines to the same level they could achieve on-premises, such as removing the agents' ability to copy and paste, screenprint, save data to the local machine, and access non-work-related websites.

Secure Remote Worker provided the security iQor desired. When agents launched Secure Remote Worker, they would be instantly logged out of their personal machine and logged into a secure environment with stringent lockdown policies.

Application access, copying and pasting data, and print screen options were all restricted. Further, with Secure Remote Worker's Write Filter, all agent-initiated changes and downloads were no longer possible. IT could even restrict websites through Secure Remote Worker's Secure Browser with URL white/blacklisting.

Secure Remote Worker provided iQor with the ability to secure and restrict access to company resources when outside of the secure session. For instance, other remote solutions couldn't block the ability to launch a VPN while outside of the remote worker environment. Meaning agents could log on through a VPN and access corporate resources on their machines during personal use. Secure Remote Worker allowed iQor to restrict access to any designated application on the local machine even while the machine was in personal use mode.

Agent Onboarding. From Hours to Minutes

iQor immediately saw that one of the major benefits of Secure Remote Worker was the ability to quickly and easily deploy a secure BYOD solution to their agents. By using Secure Remote Worker's Single Click Installer, the agents simply need a link to download the software onto their device. This was a highly superior option compared to USB-based operating systems, which required constant handholding that resulted in hours of IT support per agent.

Through Secure Remote Worker's Validation Tool, agents were also able to perform self-service device validation before the Secure Remote Worker software was even installed. Agents were quickly able to vet their machines based on the company's requirements. If the machine reported good health, agents were then presented with their link to install Secure Remote Worker.

The process reduced onboarding from hours per agent to minutes per agent, with very few touches from IT. iQor began implementing the Validation Tool into their recruitment processes to ensure a candidate's machine was suitable at the hiring stage. This helps the company expedite their onboarding process and bring in only qualified candidates at lightning speed.



"With Secure Remote Worker and the ThinScale Management Console, your imagination, or skill set, is really the limit in terms of what you can deploy to your agent's machine."

Marcelo Parodi, Vice President of IT



BYOD & WORK AT HOME

Secure Remote Worker allows iQor to provide work-at-home agents the ability to use their own devices as securely as on-premises devices.



FAST AGENT ONBOARDING

Setup and onboarding take just minutes to complete and is a simple case of installing the Secure Remote Worker software on the agent's device and then switching Secure Remote Worker to "worker mode."



CENTRALIZED MANAGEMENT

The secure workspace environment is managed centrally using the ThinScale Management Platform. Manage your entire remote device estate using a single management platform with a single administrative console.

Centralized Control & Simplified Management

One of the priorities for iQor was to ensure the same level of control over agent devices at home as their on-site devices. Their main goal was to be able to push updates and rules to agents' machines and centrally deploy third party software. With the ThinScale Management Platform, they got all of that and more.

The ThinScale Management Platform allowed iQor to create their own packages to deploy any application to their agents. Through the Management Platform, they have rapidly deployed their VMware Horizon and Cisco AnyConnect client to over 20,000 agents in the Philippines, North America, India, Panama, and Trinidad Tobago using Secure Remote Worker on their machines.

iQor can easily and quickly deploy any changes to security policies, apply windows patches, and even perform audits on all Secure Remote Worker Machines.

Flexibility For Any Scenario

When considering solutions for their WAH agents, iQor knew flexibility and security was a must.

Secure Remote Worker facilitates flexibility by design. Its login/log out framework allows agents to work securely in a compliant environment while maintaining freedoms on their personal device. In the case of iQor, the company and its agents benefited from a high level of flexibility and security during and in-between shifts. This was extremely attractive, especially compared to other solutions that created a more rigid, permanent solution (such as MDMs).

When agents are ready to start working, they simply launch the software and access only what is made available to them based on iQor's requirements. During learning or downtime hours, agents simply log off and access whatever programs or websites they need.

In Summary

With Secure Remote Worker, iQor was able to provide a BYOD solution using the agents' personal machines, providing the same level of restriction and control for WAH as their on-premises machines with fast self-service onboarding, simplified central management, and the flexibility to facilitate any requirement for their WAH agents.



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