Intelligent
Video Analytics

Enabling Secure Work-at-Home

Work-at-home is a new normal with an increasing number of Business Process Management companies adopting this delivery model. While cost savings, business agility, flexibility are some of the advantages of this model, it brings its inherent challenges like data and asset security, employee productivity, and adherence to compliances and policies.

Addressing these challenges, IGT Solutions (IGT) has developed an **Intelligent Video Analytics (IVA)** solution to enhance the efficiency, security and compliance for Work-at-Home solution.

Intelligent Video Analytics

Capture, Analyse, Organise, and Share

The IVA software uses an AI powered video stream to monitors agents in real-time. It is equipped to recognize people, set rules, patterns, objects and situations automatically to generate alerts and notifications by applying IGT's proprietary machine learning algorithms.

IVA supplements IGT Work-at-Home (iWAH) solution. It is also offered as a standalone option to an organization looking to ensure a safe and secured remote working environment.

Key Features

Security and Compliance

- Facial recognition
- Data and information
- Assets and policies

Remote Inspection & Monitoring

- Live agent monitoring
- Live work force command center

AI and ML Powered Identification

- Real time alerts and notifications

Analytics and Business Insights

- Pattern recognition
- Agent productivity intelligence

IVA Capabilities

Monitoring

- Live agent monitoring for recording and communication devices, writing instruments & unauthorized personnel
- Live work force command center feed
- Facial identification of agents
- Idle agent monitoring

Alerts & Notifications

- Alerts for all suspicious activities
- Customizable agent notification
- Real-time notification to command center
- Break time management
- Camera improper placement alerts

Recording

- Random sample recording
- Configurable periodic sampling
- Suspected recording activity

Analytics

- Agent productivity intelligence
- Shift schedule adherence analytics
- Customized dashboards and reports
- Habitual defaulters report
- Suspect resolution analytics

Security Control

- Auto sync post lost connectivity
- Proactive alerts for off the grid systems
- Remote system access control
- Configurable suspicious activity
- Encryption at both data at rest & data in motion
- Zero data storage at agents system

Technology

- Remote installation
- Automatic restart capability
- Automated upgrades & deployments
- Public cloud hosting & on premise options

Benefits

- **7%** increase in agent productivity
- **60%** reduction in data security vulnerabilities within 30 days
- **30%** vulnerabilities identified for overall agents under monitoring
- **75%** reduction in Code of Conduct violations
- **3%** routine offenders identified and categorized as high risk
- **25%** reduction in resolution time of suspicious cases

Why IGT Solutions?

Committed to simplify complex customer interactions while delivering a seamless experience, IGT provides integrated BPM, Technology and Digital Services & Solutions for clients across industries for over 20 years.

Managing highly differentiated customer experience for 75+ marquee brands globally.

Employs more than 13,500 customer experience and technology specialists in 5 continents, has 19 state-of-the-art delivery centers, and worldwide operational presence.

✉ mktg@igtsolutions.com

🌐 www.igtsolutions.com