



OFFER TRIPLE-THREAT PROTECTION

Digital threats are escalating for enterprises and individuals alike. Citing Javelin Strategy & Research findings, CNBC in 2017 reported **“identity theft, fraud cost consumers more than \$16 billion.”** That’s almost a billion dollars more than two years earlier. Working Solutions is a leading on-demand contact center company, that offers an integrated approach to secure contact center operations—with **vetted agents, hardened infrastructure and locked-down data.**



Agents

Agents adhere to strict administrative processes and physical security standards. Included are ethics and security training, clean-desk policy, business associate agreements and confidentiality compliance for HIPAA (Health Insurance Portability and Accountability Act). **Rigorous background checks and drug screening are conducted.**



Infrastructure

Working Solutions offers multichannel contact center application services. Residing in a hardened environment, these services provide peace of mind for clients and their customers. **This work encompasses disaster recovery, redundancy and failover.** Network security includes firewalls, redundant technology and intrusion detection.



Data

Technical standards are met for data protection, ranging from **PCI DSS Level 1 security for payment card transactions to HIPAA compliance for healthcare.** Our work adheres to documented and auditable policies, procedures and processes to protect physical data—as well as encryption and monitoring for data in transit.

SAFEGUARDING YOUR OPERATIONS AND CUSTOMERS

Enterprise or industry-specific, we factor in these issues to protect your operations and customers.



Ensuring Compliance

Payment Card Industry Data Security Standard (PCI DSS): Completed last audit on October 25, 2017. All parts of platforms and operations are Level 1 certified for credit card transactions. Covers security management, network architecture, software design and development, storage and transmission, and remote-access policies. Vulnerability scans of systems are done quarterly.



Going Beyond Certification

Industry standards certainly have their place. They are, however, the price of admission to safeguard data and privacy. That’s why at Working Solutions we invest in common-sense measures, such as data masking and securing agent desktops, to further ensure consumer protection and privacy.

BRICK-AND-MORTAR VERSUS REMOTE AGENTS

You'd think that agents—working under the watchful eyes of supervisors in brick-and-mortar call centers—would be less likely to commit crime. Not true, according to the FBI Uniform Crime Report.

In actuality, **work-at-home agents are more honest**, as these numbers show:



Likelihood of larceny—theft

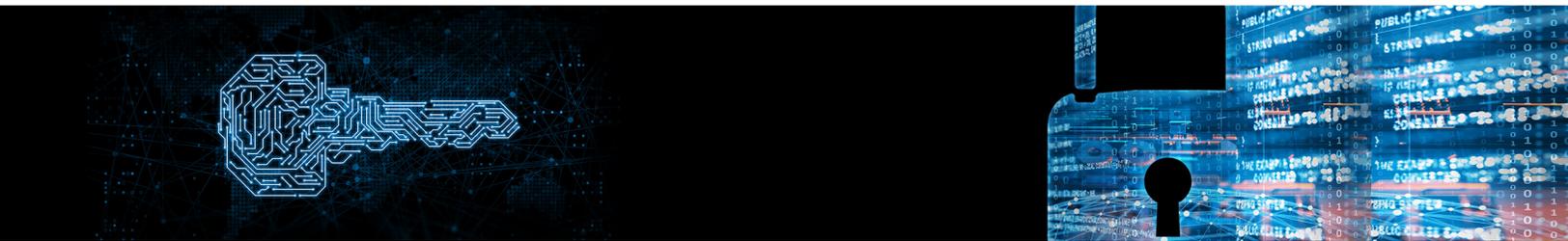
Brick-and-mortar agents are **300%** more likely than home-based agents.

Likelihood of forgery

Brick-and-mortar agents are **180%** more likely than home-based agents.

Likelihood of fraud

Brick-and-mortar agents are **130%** more likely than home-based agents.



ASK THESE 5 QUESTIONS – BEFORE SELECTING A PROVIDER

Nothing is more personal than your identity. Unless, of course, if you're a business—and it's your customers' data and privacy.

PII, or personally identifiable information, needs protection by those entrusted with it. To ensure that trust, do your due diligence before working with any contact center services provider.

Ask “the fundamental five”—common-sense questions that should be commonplace security. Does the provider:

- **Build and run a secure network?**
- **Provide a vulnerability management program?**
- **Implement strong access control measures?**
- **Monitor and test networks—routinely?**
- **Maintain an information security policy?**

They're basic to run a safe, secure operation. Get answers. You and your customers deserve to know.



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