

Tutis Biometric Logon



Leading Multinational Call Center based in Chennai

- A Case Study

Industry – Outsourcing and ITES Industry

Client Background – One of the largest call centers in the country, the Company has over eleven hundred employees who are trained to resolve the calls as a one-stop shop, either for customer service, sales or enquiries. It has achieved a revenue base of US\$ 18 million over a 24 month period, and has spread its business in over 9 countries with the executives now handling both inbound as well as outbound calls.

Business Challenge – Apart from the typical problems faced by the call center industry like retention and infrastructure cost, the company had an additional concern regarding Data Sharing and Data Security. The company has an impressive client portfolio and hence a huge database and sensitive data of rival companies on their systems and PCs/Laptops. The adherence to the Confidentiality Agreement for security of these data was of utmost importance for boosting client confidence and hence ensure business continuity. Even employees within the organization had to be given selective access to these databases based on parameters like designation etc. The company required a flawless and foolproof system for their data security which could also serve as a employee monitoring package.

Existing System – Stringent physical security policies. Memory devices, Mobile phones, camera etc are not allowed in the premises. Computer system is protected by the following strict code of conduct

- Password protected access control within network and individual PCs
- Periodic password changes to ensure data safety
- Physical tracking of officers based on entry-exit time at entrance to premises
- Access control based on physical approvals in accordance with the organizational hierarchy

Drawbacks in the existing system

- Problems with the conventional 'User ID-Password' based security systems -
 - Password management for over eleven hundred employees involved large expenses and manpower
 - Password/Identity theft was possible
 - Exchange of password within colleagues in emergency situations
- External hacking of the computer / system was possible
- Encryption of confidential data was not based on fingerprint authentication

Solution Delivered – After completely understanding the business challenge faced by the organization, Tutis carried out a phase wise implementation of its security solution 'Tutis Biometric Logon' to help the

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company discover and redefine their security system for data protection and at the same time use it to track and monitor its employees. Some of the features and benefits of the solution are:

- *Fingerprint Based Server protection* for predefined conditional access to sensitive data
- Data Encryption by employees can be viewed later on only by themselves after verification of their fingerprint.
- Hacking / Duplication of the fingerprint is not possible
- Password related problems and drawbacks were eliminated
- Supports Windows Active Directory
- Employee / Officer movement can be traced with the help of event log for login and log-out

Value Delivered – A thorough analysis of the cost and ROI was carried out post deployment and it was established that there was successful cost saving in two areas.

1. Administrative Costs involved in password Management System
(Annual Saving per employee \$12)
2. Overpayment Costs as a result of improper employee tracking & monitoring system
(Annual Saving per employee \$75)

Annual saving in the first year of deployment for eleven hundred employees was \$95700
- RoI for one year – 134 %

Some of the salient benefits to the organization are

- Company can ensure its data is fully protected, both from external threats as well as leakage within the organization
- Password management cost and effort eliminated
- Un-intentional password leakage eliminated
- Event Log available to determine employee/officer movement within the system
- Simplified process to define conditional access to officers
- The product is further scalable depending on growth and expansion of the organization.

Summary –

