

RemoteDesk™ prevents the risk of malicious insider data breaches and delivers a “Clean Desk” environment for remote work-at-home agents.



## RemoteDesk™ empowers companies to obtain full transparency compliance and accountability of their work-at-home agents.

In 2015 alone there were 500 million data breaches. Of the 500 million breaches documented, 75 million were conducted by malicious insiders. These data breaches are crippling organizations. Malicious insider breaches occur everyday in organizations around the world. Undetected and undocumented employee violations of your security policies lead to more breaches that further expose your business and your customers. Examples of this are: identity theft, financial loss, existential data loss, and violations of the privacy of customer data.

Last year, Malicious Insider attacks caused an estimated \$12.6 billion of damages, resulting an average cost of \$171 per breached record. For organizations, these breaches are a detrimental blow to their brand value. There were no simple technological solutions in the marketplace to identify and prevent these risks. Until now.

RemoteDesk, brings visibility and controls to a space that has very little visibility or controls. We ensure integrity and conduct by making sure that only authorized agents are gaining access to critical data. RemoteDesk ensures a “Clean Desk”, environment which enables companies to take on any kind of transactions like PCI or HIPAA, from remote Work-at-Home agents.

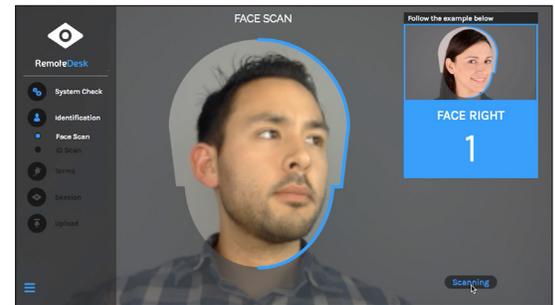
According to a 2014 Ponemon Institute’s research report titled “*The Importance of Senior Executive Involvement in Breach Response*”, Negligent and malicious insiders are considered the biggest security risks. Senior executives are more concerned about the Malicious Insider threats (25%) from within than with external risks caused by cyber criminals and hacktivists.

RemoteDesk is a fully automated solution provided by Verificent Technologies and is available for mitigating risk and compliance for the healthcare, government, technology, retail, education, financial services, and other sectors.

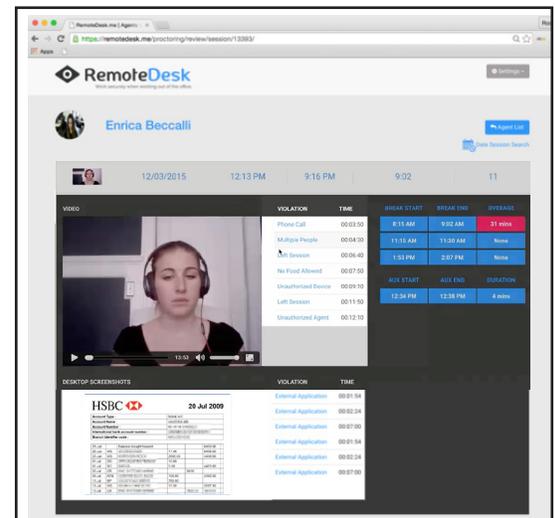
Through facial recognition software, the application automates monitoring for work-at-home policy compliance. RemoteDesk detects various levels of deceit or misconduct defined by the corporation and manager. RemoteDesk is the most effective solution in the market and delivers the most value as a online remote workforce monitoring partner.

## Key features

- On Demand Monitoring
- Multi-form Factor Authentication to Verify the Identity of your workforce
- Continuous Identity Verification
- Continuous System Check
- Safeguard sensitive client data
- Verification of actual billable hours
- Privacy Secure
- Audit Billable Hours
- Track copy/print screens
- Live Chat, 24x7x365 Phone Support
- Dashboard Shows Pre-Flagged Incident Reporting with Video Playback



Multi-form factor identification



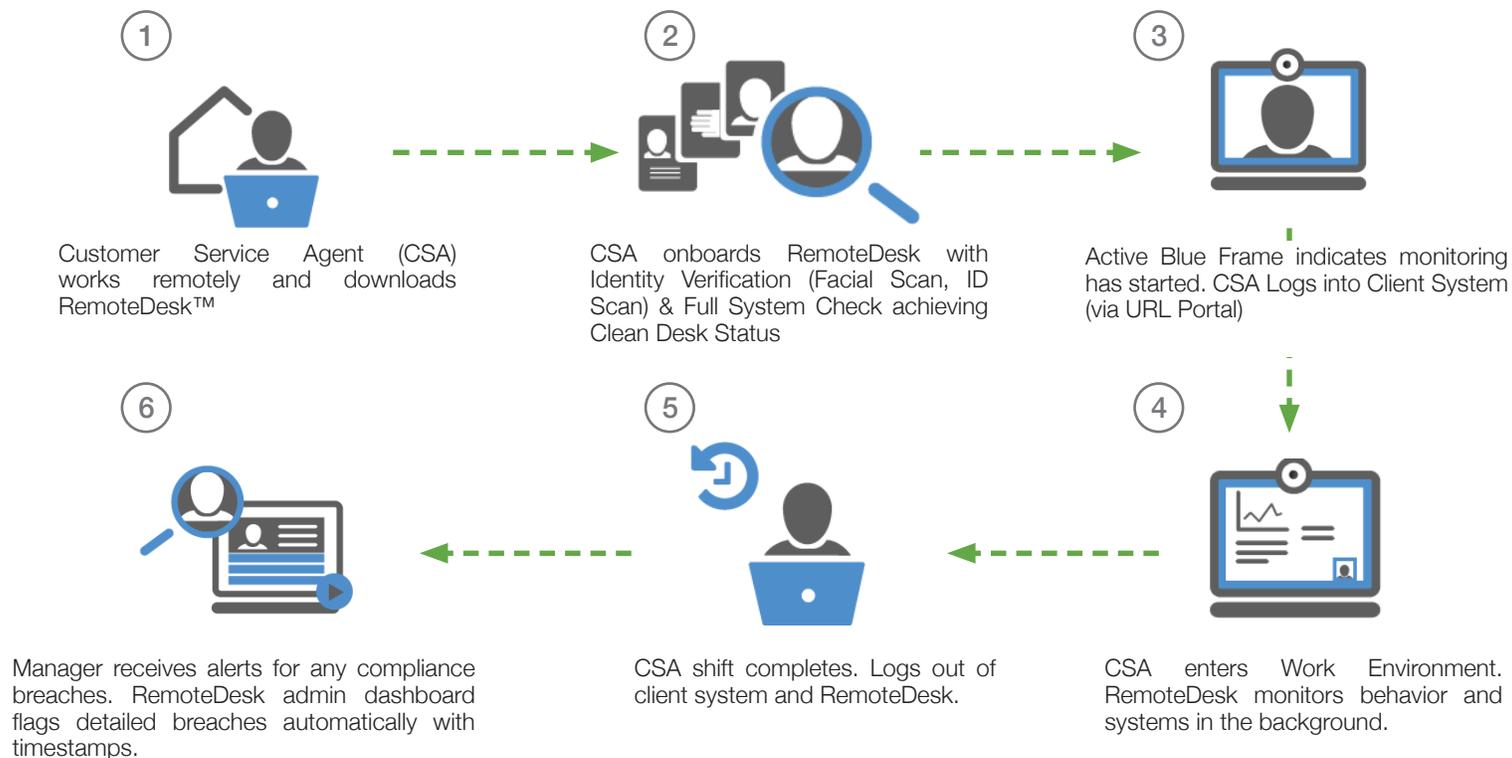
Manager Dashboard shows pre-flagged incidents with video playback

## Contact us

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\* US Patent No. 8,926,335, “System and Method for Remote Test Administration and Monitoring”

# How RemoteDesk delivers the Clean Desk Environment



## How it works

(1) The Customer Service Agents (CSAs) or remote workers check in by downloading and RemoteDesk™.

(2) The CSA onboards the Clean Desk Environment status by the RemoteDesk Identity Verification (Facial Scan, ID Scan) and Full System Check.

(3) Upon completing the client's specific service portal, RemoteDesk performs an identity verification and authentication scan on the employee and records a "Clean Desk" status. Once this is completed, the solution begins to track and monitor the customer service agent.

(4) In addition, the solution logs keyboard strokes, mouse movement, and catalogs all applications used so managers can see whether a worker spent 3 minutes reading a Word document or plugging numbers into an Excel spreadsheet.

RemoteDesk monitors all peripheral activities and applications on the Agents' machine and can notify the manager of changes in peripherals or be informed of any attempt to launch a blacklisted application.

(5) When the CSA's shift is over, they simply close the Service Portal and RemoteDesk.

(6) The RemoteDesk Admin Panel gives managers access to reports on their team members, creating multiple levels of accountability, while knowing the integrity level of the remote agent.

RemoteDesk's reporting system allows you to filter the data in a variety of ways so it's easy to see who is getting the job done & who needs some motivation. Confidential client data is encrypted & safeguarded.

## Ideal for

- PCI Compliance
- PHI Compliance
- HIPAA Compliance
- KYC Applications

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