



Sutherland Sentinel AI™

With the emergence of the COVID-19 crisis, Work from Home (WFH) has become the new normal for many organizations and their employees. Thanks to technological advances like cloud computing, instant messenger applications, and video conferencing tools, people in many sectors were able to work remotely daily, with minimal hiccups. Adopting and maintaining a large-scale remote work model comes with a range of security risks, especially for businesses that involve transactions of highly confidential and sensitive data. Organizations are in critical need of solutions that ensure private information, including customer data and confidentiality, remains secure when employees work from home.

Sutherland Sentinel AI™ is the most comprehensive remote worker security suite on the planet. Designed by CIOs for CIOs to be cost effective, bandwidth friendly, and easy for infosec professionals to deploy on a global basis.

Cognitive-enhanced Sentinel AI™ Solutions help secure remote environments with a suite of solutions that handle:



Real-Time
Monitoring



Data/
PII masking



Apps
Monitoring



Effort
Monitoring



Secure
Payment
Gateway

Sutherland Sentinel AI™ allows remote employees to continue working productively while adhering to company and client security policies and without sacrificing privacy.

SUTHERLAND SENTINEL AI™ SUITE OF SOLUTIONS

Our Sentinel AI™ solutions are built on top of proven enterprise-grade platforms and may be deployed via our network or the client's. Implementation of Sutherland Sentinel AI™ solutions enables companies to adopt best practices, security hardening, and robust testing with no change to existing applications.



Sentinel AI™ Vision | Real-Time Monitoring

Dynamic webcam image analysis allows for real-time, ongoing authentication of remote staff based on AI-driven Cognitive Detection. It is able to flag objects of interest (phone/notepad) or additional faces that fall within the webcam zone. The solution includes a searchable database of image capture history and triggers a pre-defined action when something that may be seen as inappropriate is detected.



Sentinel AI™ Shield | Data/PII Masking

Mask data on any screen based on a client's security and privacy needs. Fields of information can be redacted, partially masked, and even completely masked without any change on the client's end, as all masking takes place through a Sutherland browser.



Sentinel AI™ Scan | Apps Monitoring

Monitor remote workers' application usage, specific to a publisher or unique criteria, and achieve the highest levels of compliance. Clients build out a list of allowed and denied apps and may dynamically add more apps to the scan list overtime. The solution is a non-invasive, tamper-proof resident app that constantly scans active processes each minute, flagging any new or denied apps.



Sentinel AI™ Track | Effort Monitoring

Boost operations management through a non-invasive, user friendly view into remote employees' effort. The solution identifies employee action and absence and contributes to more efficient schedule compliance related to shifts and break schedules. Setting utilization benchmarks drives continuous improvements among employees and can help facilitate strategic resource leveling/planning.



Sentinel AI™ Secure | Payment Gateway

Eliminate the risk of sensitive data exposure via voice, while improving the overall customer assurance and satisfaction. When a customer must provide private information (credit card details) over the phone, a remote employee simply transfers the call to a secure IVR. The customer engages with the IVR, which in turn places the sensitive data into the appropriate fields, masked from the remote employee view.

As remote work is considered the new normal around the world, it's imperative for organizations to balance data security, employee welfare & privacy, and productivity management. Sutherland Sentinel AI™ is a non-intrusive, non-invasive tool that ensures business continuity with proven security in place so clients can deliver a consistent customer experience while employing a geographically dispersed workforce.

For more information on how we can help you transform your processes, visit us at www.sutherlandglobal.com, email us at sales@sutherlandglobal.com, or call **1.585.498.2042**.

As a process transformation company, Sutherland rethinks and rebuilds processes for the digital age by combining the speed and insight of design thinking with the scale and accuracy of data analytics. We have been helping customers across industries from financial services to healthcare, achieve greater agility through transformed and automated customer experiences for over 30 years. Headquartered in Rochester, N.Y., Sutherland employs thousands of professionals around the world.