



MICROSOFT SECURITY

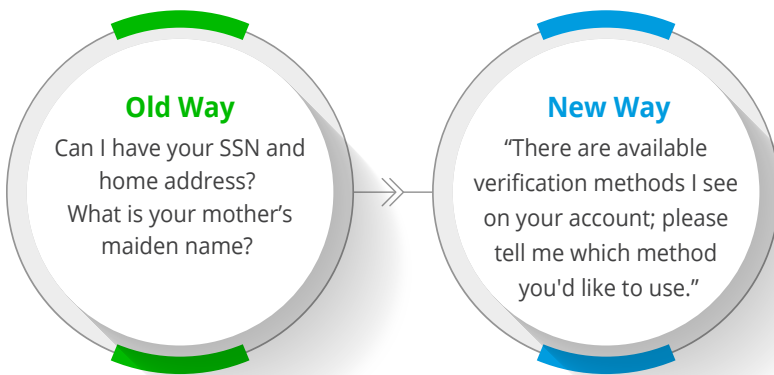
# Caller Verifier Solution – Rapid Deployment

Edgile selected as Microsoft Launch Partner

## Unverified calls to the help desk are a big risk

There is often no simple, reliable, and secure authentication to ensure confidence in a transaction. Malicious actors can take advantage of Artificial Intelligence-based voice spoofing and social engineering to overcome rudimentary security controls.

### Process comparison



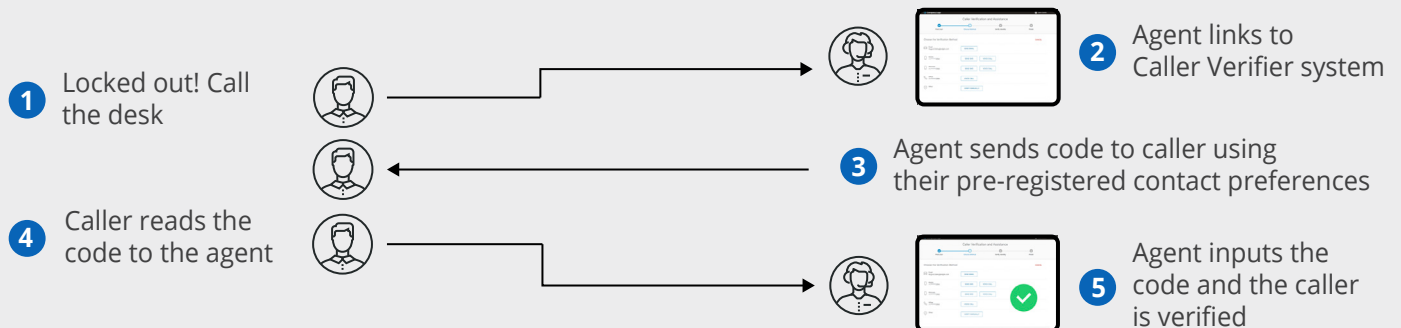
- Real-time validation of an unverified user
- Restricts visibility to personal information
- Integrates with help desk systems like ServiceNow
- Fully customizable to meet brand requirements
- Complete logging and reporting

- According to a survey by Cyber Security Hub, about 75% of cyber attacks and cyber threats to organizations were social engineering or phishing.
  - Empower your Service Desk Agents to defend your organization against bad actors by giving them a solution that establishes a easy, consistent, and secure process.
- Cyber Security Hub

#### Supported verification methods

- Email OTP
- SMS OTP
- Voice call
- Manual verification (Workday or any HR integration)
- Pin (provided by the caller via the self-service portal)
- Authenticator App
- Custom verification methods

### The Caller Verification User Process – 5 Steps to Validation

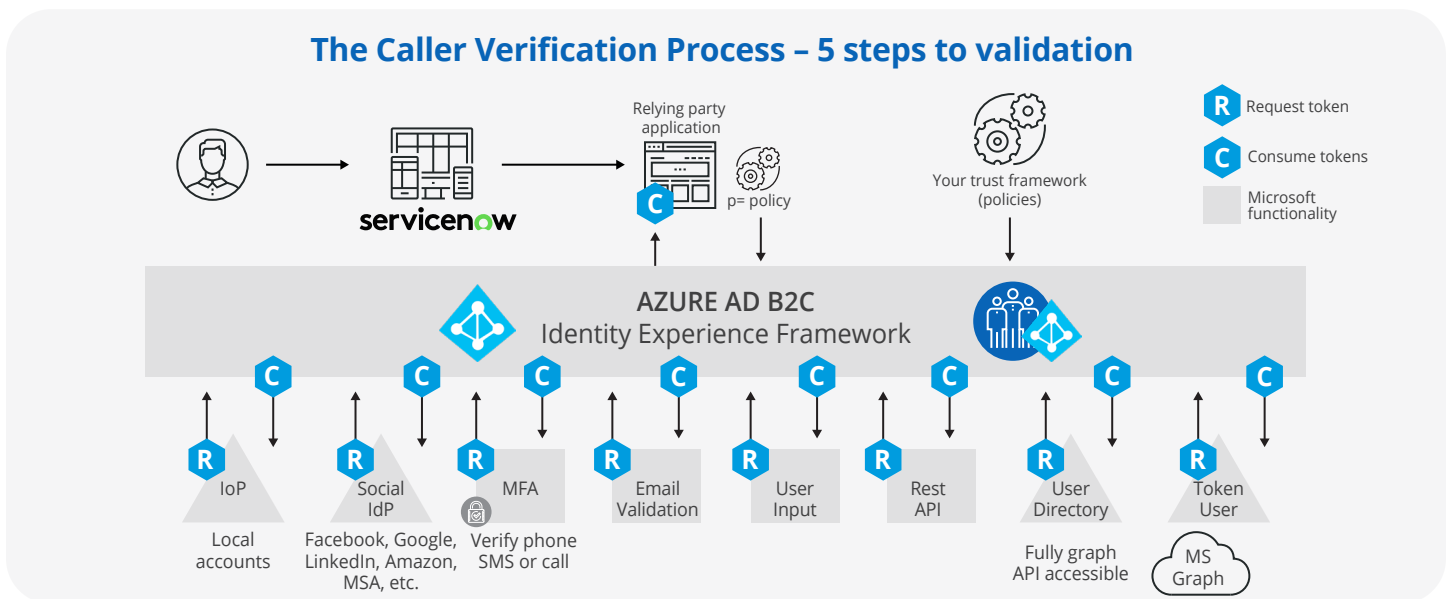


# Edgile's technology and process

- Edgile has built the Caller Verifier solution on top of Microsoft's Identity Experience Framework
- The Caller Verifier solution can source the data for verification methods from anywhere that can be reached with an API call
- Additional enhancements can be deployed, such as custom branding and integration with external systems

## Deploy the base Caller Verifier solution in 6 weeks

- Planning workshops (2 weeks)
- Dev buildout & testing (2 weeks)
- User acceptance & integration testing (1 week)
- Production release & hypercare support (1 week)
- Project close & knowledge transfer (1 week)



## Connect with us to get started

To learn more about Caller Verifier solution, please visit: [edgile.com/information-security](https://edgile.com/information-security) or email [info@edgile.com](mailto:info@edgile.com)



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