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Intelligent Video Analytics

Enabling Secure Work-at-Home

Work-at-home is a new normal with an increasing number of Business Process Management companies adopting this delivery model. While cost savings, business agility, flexibility are some of the advantages of this model, it brings its inherent challenges like data and asset security, employee productivity, and adherence to compliances and policies.



Key Features



Security and Compliance

- Facial recognition
- Data and information
- Assets and policies



Remote Inspection & Monitoring

- Live agent monitoring
- Live work force command center



AI and ML Powered Identification

- Real time alerts and notifications



Analytics and Business Insights

- Pattern recognition
- Agent productivity intelligence

Addressing these challenges, IGT Solutions (IGT) has developed an **Intelligent Video Analytics (IVA)** solution to enhance the efficiency, security and compliance for Work-at-Home solution.

Intelligent Video Analytics

Capture, Analyse, Organise, and Share



The IVA software uses an AI powered video stream to monitor agents in real-time. It is equipped to recognize people, set rules, patterns, objects and situations automatically to generate alerts and notifications by applying IGT's proprietary machine learning algorithms.

IVA supplements IGT Work-at-Home (iWAH) solution. It is also offered as a standalone option to an organization looking to ensure a safe and secured remote working environment.

IVA Capabilities



Monitoring

- Live agent monitoring for recording and communication devices, writing instruments & unauthorized personnel
- Live work force command center feed
- Facial identification of agents
- Idle agent monitoring



Alerts & Notifications

- Alerts for all suspicious activities
- Customizable agent notification
- Real-time notification to command center
- Break time management
- Camera improper placement alerts



Recording

- Random sample recording
- Configurable periodic sampling
- Suspected recording activity



Analytics

- Agent productivity intelligence
- Shift schedule adherence analytics
- Customized dashboards and reports
- Habitual defaulters report
- Suspect resolution analytics



Security Control

- Auto sync post lost connectivity
- Proactive alerts for off the grid systems
- Remote system access control
- Configurable suspicious activity
- Encryption at both data at rest & data in motion
- Zero data storage at agents system



Technology

- Remote installation
- Automatic restart capability
- Automated upgrades & deployments
- Public cloud hosting & on premise options

Benefits

- 7% increase in agent productivity
- 60% reduction in data security vulnerabilities within 30 days
- 30% vulnerabilities identified for overall agents under monitoring
- 75% reduction in Code of Conduct violations
- 3% routine offenders identified and categorized as high risk
- 25% reduction in resolution time of suspicious cases



Why IGT?

IGT Solutions is a leading IT, BPM and Digital Solutions and Services provider committed to deliver innovation and business excellence across the entire spectrum of Travel, Transportation and Hospitality domain.

Managing highly differentiated customer experience for leading 75+ travel brands.

Over 20 years of travel domain-led solution development experience, enabling end-to-end solution delivery.

IGT employs more than 13,500 travel professionals in 5 continent, has 19 state-of-the-art delivery centers, and worldwide operational presence.



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