

Optimize costs, onboard virtual staff quickly, and ensure business continuity with Tehama

Tehama is a SOC 2 Type II certified, cloud-based software-as-a-service (SaaS) platform with secure, collaborative virtual workspaces that allow teams to quickly connect, collaborate and run call center-specific applications. Tehama can onboard remote call center agents and get them securely and compliantly fielding product support, technical support, or other calls from anywhere in the world in just minutes.

Key Features

- Secure, cloud-based, collaborative workspaces
- Zero-trust access controls
- Role-based access
- Dynamic firewall rules
- Policy controls and audits

Key Benefits

- Securely manage all access to confidential data and records
- Ensure regulatory compliance
- BYOD and quickly connect anywhere, anytime
- Eliminate the need for risky, complex and costly VPN connections or virtual desktop hardware

Call and contact centers live in real time, and have zero margin for error when it comes to business disruptions. Previously agreed-upon service and compliance standards must always be met – even while call centers confront a new normal of expanded remote work, broken equipment supply chains, and physically distanced workplaces.

Brick-and-mortar call centers also require significant CapEx, along with ongoing commercial real estate and utilities costs. They aren't super flexible when it comes to scaling up or down to meet significant peaks and valleys in demand. And they can quickly become an expensive liability if all staff are forced to work from home due to a public emergency.

What call and contact centers can do with Tehama

Tehama's on-demand SaaS platform makes it possible to:

Optimize real estate and other costs.

Call centers can scale up or down quickly to match demand with no CapEx or professional services investments required, while eliminating or dramatically reducing the need for expensive tracts of commercial office space and related expenses – an especially important bonus during the age of physically distanced offices, which has dramatically reduced the number of people each office space can realistically and safely support.

Onboard staff in minutes, from anywhere (and any end point).

The speed, agility and convenience of the Tehama platform allows call center agents, team leaders, and managers in multiple regions to connect to a secure virtual desktop and start running call center applications using their own device in just a few minutes, whether it's six months or six years old.

Access global talent, regardless of location.

Tehama provides secure and compliant access to multilingual, multicultural talent anywhere with a browser and an internet connection. High availability across multiple regions eliminates service availability and redundancy issues. Call center staff can now be hired anywhere in the world.

Easily transform to a virtual call center.

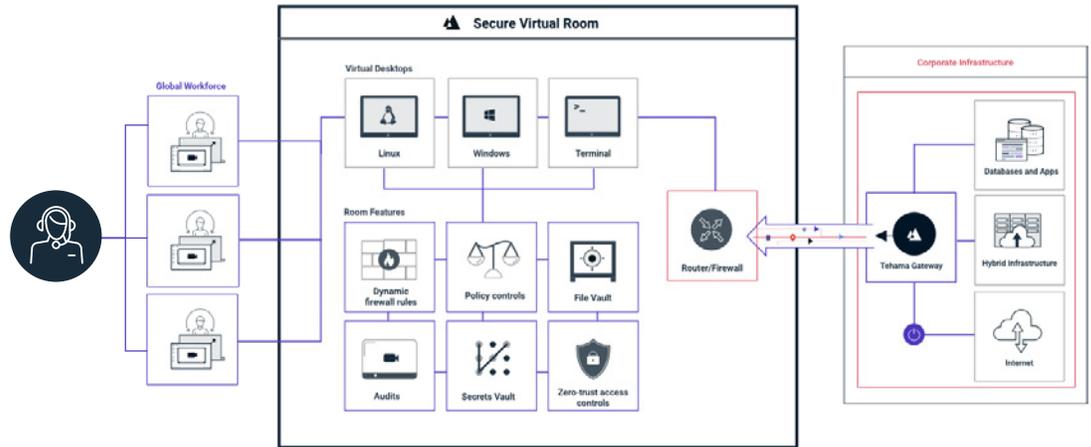
Instead of sourcing and imaging hundreds of laptops one by one – a challenge in and of itself in the post-pandemic world of disrupted global supply chains – Tehama streamlines provisioning by user role, allowing you to set up potentially thousands of desktops in mere minutes.

Deploy secure and compliant environments.

Tehama breeds security and compliance thanks to built-in firewalls, automated encryption, network isolation, secure perimeters, multi-factor authentication, and least privilege permissions, along with FIPS, GDPR and SOC 2 Type II controls and perfectly witnessed logs of virtual room activity for auditing purposes. This way call center staff are prevented from leaking sensitive customer data.

How Tehama is different from VDI, DaaS and VPN

Our platform provides additional levels of controls to ensure fully secure information-sharing and digital collaboration. We enforce higher levels of authentication and provide **zero-trust access controls** that let network admins specify which systems and applications individuals can access – down to the IP address and port. The result: more **security**, more **control** and more **isolation**.



Each **secure virtual room** is connected directly to your agency's network via the **Tehama gateway**, which permits traffic flow to your network only to eliminate the risk of third-party attack. **Virtual desktops** are accessible via the Tehama Web UI and AWS client tool only – both of which require strong authentication.

Session recordings show all user activity performed in a room, right down to the keystroke, for exceptionally accurate auditing as well as forensic analysis and live viewing for training and monitoring purposes.

The **File Vault** is an encrypted storage volume that enables secure information-sharing, fully isolated from any other rooms to ensure zero data leakage. The **Secrets Vault** provides secure storage of credentials and firewall rules for privileged-access assets – with masking to prevent any possibility of copying credentials outside the Tehama platform.

Four steps to a secure & compliant virtual call center

1. Connect to your secure Tehama Room

Create ultra-secure Tehama Rooms in the cloud in just a few minutes, providing administrators complete control and visibility into everything that happens within them.

2. Safely invite and add other stakeholders

Easily add managers, team leaders and agents, regardless of geography, to fully-provisioned virtual rooms and desktops preconfigured with all the call center applications with the confidence of zero-trust network isolation and least privilege permissions.

3. Define and equip your virtual desktops

Centrally define network segmentations and credentials, firewall and file policies within multiple virtual rooms and desktops, while equipping them with the tooling and applications required to do their jobs.

4. Add users and get started

Scale your virtual call center with fully provisioned virtual desktops that can be shared between workers, with the confidence that every interaction and activity is recorded and logged.

Tehama security and compliance for call centers

Tehama allows you to set strict policies for data and application access with robust user identity management and “just-in-time” user provisioning through SCIM and SAML. Access to credentials and other assets is available only after successful two-factor authentication and single-use passwords prevent access after a session has ended. Tehama is **SOC 2 Type II certified** by Deloitte, proof of our mature processes and strict adherence to compliance regulations. Deep logging and continuous auditing capabilities make it easy to see when personal information has been used or obtained by any third party or partner for full compliance with **GDPR** and other privacy legislation.

About Tehama

Tehama is the fastest, easiest, most secure way to deploy a virtual workforce. With our Virtual Office as a Service platform, enterprises can create cloud-based virtual offices, rooms, and desktops anywhere in the world. No other solution on the market today connects remote workers with mission-critical and data-sensitive systems, with the speed, agility, unparalleled security, and comprehensive audit trail via built-in SOC 2 controls, real-time activity feeds and session recordings that Tehama offers. For more information, visit tehama.io.

For more information on Tehama, visit tehama.io or contact tehama@tehama.io.

