

BPOs & The Cloud

Embracing cloud technologies is a growing trend and competitive advantage among Business Process Outsourcers.

- Cloud-based call center services are expected to increase from \$4.15b in 2014 to \$10.9b in 2019, which represents an **annual growth of 21.3%**. (Cloud Based Contact Center Market by Solution & by Application - Worldwide Forecasts and Analysis 2014 – 2019)
- 78% of today's call centers are premise-based, but **70% plan to move to the cloud**. (North American Call Center Survey)

BPOs are making the shift to address increasing demands like:

- The need to be PCI compliant
- The need to be HIPAA/HITECH compliant
- Demand for experts (including licensed experts in some cases)
- Desire for work at home situations
- Increasing security requirements

Dizzion's cloud delivered desktops help BPOs embrace the move to the cloud and meet these modern challenges. Our fully managed desktop-as-a-service (DaaS) solution allows end users to securely access data and applications anywhere, anytime, on any device.

PCI & HIPAA Compliant

Dizzion offers DaaS solutions that have been independently verified as PCI and HIPAA HITECH compliant. Our compliant solutions allow BPOs to securely handle sensitive data such as payment card data, PHI and PII within a virtual desktop environment.

Dizzion's compliant solutions make it easier for organizations to achieve and maintain compliance, complete future audits and meet Business Associate Agreement (BAA) requirements that can help organizations secure more business within highly regulated industries such as healthcare and financial services.

Support Work at Home & BYOD

By adopting DaaS, BPOs can gain access to a wider talent pool and reduce infrastructure costs with work at home and bring-your-own-device (BYOD) initiatives. With desktops that are accessible from anywhere, on any device, your contact center is no longer geographically limited, confined to a costly building with high utilities or required to ship expensive hardware to agents.



Key Benefits

Compliant Desktops

Independently verified HIPAA & PCI compliant cloud delivered desktops available, making it easier to achieve and maintain compliance.

Security & Controls

More than 100 user-level controls to limit exactly what employees see and what actions they can take.

High Performance

Purpose-built for speed and performance on infrastructure that delivers 99.99% availability.

Business Continuity

Ensure employees always have access to mission-critical applications and data.

Secure Endpoint Solutions

Dizzion offers multiple secure managed endpoint solutions to help remove the burden of endpoint security, support and maintenance.

BENEFITS FOR BUSINESS PROCESS OUTSOURCERS

CHALLENGE	FEATURE	BENEFIT
Support end user needs of various agents, managers, etc.	Customized desktop golden images to fit specific use cases.	Quickly and easily deploy the appropriate desktop configuration per user.
Hardware provisioning	Dizzion's zLink solutions are fully provisioned and easily deployed.	No more shipping costly laptops and supporting hardware from a distance.
Provide a compliant desktop environment	Independently verified HIPAA HITECH & PCI compliant solutions.	Ensure all employees and contractors are working in a secure, compliant environment at all times.
Working with compliant business associates	Dizzion provides a HIPAA compliant Business Associates Agreement (BAA)	Peace of mind that Dizzion is abiding by compliance requirements as a covered business associate.
Support applications necessary for business operations	Application virtualization and delivery.	Ensure all employees have access to the necessary applications, regardless of device or OS version.
Secure PII, PCI and PHI data	100+ user controls to restrict functions like copy/paste, external saving, printing, etc. All data is stored in your secure Data is never stored on the local device.	Take a proactive stance in protecting all types of sensitive information your organization handles.
Support remote employees & work at home programs	Reliable, configured desktops accessible from any device with an internet connection.	Allow employees to work from anywhere, including work at home and bring your own device (BYOD) initiatives.

Learn more at www.dizzion.com/bpo