

# EXP+ : Engage Sitel at Home™

The work at home solution built for CX resiliency.

## Flexible Resourcing Equipped to Succeed

Our expertise in work at home solutions is built upon a foundation of scalable and tested technology combined with over 13 years' experience delivering complex customer experience (CX) programs through Sitel at Home™ for leading global brands. Today, we have 60,000+ associates working within our Sitel at Home solution around the world.

Adapted to your unique business needs, Sitel at Home is globally scalable, secure and offers best-in-class CX resiliency. Following our Global Operating Standards (GOS), Sitel at Home can be rapidly deployed and integrated with your current solution, all while maintaining performance and quality standards.

Fully payment card industry (PCI) compliant, omnichannel and backed by tried and tested technology, infrastructure and tools, our work at home network coverage means you can manage follow-the-sun time zone workflows, or simply operate with confidence knowing that your CX delivery has the necessary resiliency to flex alongside your CX needs.

## Connected Experience



### AT HOME DEVICE...

#### Checked & Validated

Sitel Group's Bring Your Own Device (BYOD) software checks the agent's device to ensure it meets technical specifications for supported versions of the operating system, security patching and the latest anti-virus signatures.

### FULLY SECURED...

#### Secure & Locked-Down

Our Secure Remote Worker (SRW) software completely locks down the agent device prior to network login, preventing all local functions (e.g., access to local hard drive, screen capture, copy/paste, file transfer, personal email and browser use, etc.). In effect, the device becomes a "dumb terminal" securely connected to our network via our Virtual Desktop Infrastructure (VDI) for access to all work tools.

### AND AUTHENTICATED...

#### Protected & Scalable

Our flexible, scalable cloud virtual environment can be deployed globally with speed and agility. Once connected to the client dedicated cloud, security is ensured through end-to-end data encryption.

### ...CONNECTED TO OUR SECURE CLOUD VDI PLATFORM

#### Multi-Factor

When the agent logs in to our network with their secure active directory username and password, Sitel Group's multi-factor authentication adds a second layer of security to the VDI connection with our data center.

## The Work at Home Solution for CX Resiliency

- True Business Continuity**  
 Always on. Always available. Even in times of crisis, be ready to support your customers' needs via an adaptable and secure CX solution.
- More Engaged Workforce**  
 No commute, improved work-life balance and a powerful digital engagement platform, delivering high employee satisfaction, increased engagement and lower attrition.
- Greater Access to Talent**  
 Our virtual hiring experience extends beyond geographical limits, attracting a nearly unlimited flow of qualified candidates for better talent and specialist skills.
- Better Performance**  
 Sitel at Home™ delivers better schedule adherence, quality, customer satisfaction and key performance indicator (KPI) results.



## Measurable Results

With a work-life balance that offers benefits for clients and agents alike, our work at home solution delivers improved performance versus traditional models.



**Lower  
Absenteeism**



**Lower  
Attrition**




**Agent  
Satisfaction**



**Higher  
Fill Rate**

Source: Sitel Group® Data, 2019-2020

**Sitel Group**  
 600 Brickell Ave,  
 Miami, FL 33131, USA  
[sitel.com](http://sitel.com)

 @Sitel\_WorldWide

 @sitel

