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Success Story

# AI-Powered Non-Compliance Monitoring for Remote Workforce



A photograph showing two business professionals shaking hands over a table covered with documents, charts, and a laptop. The background is a blurred office setting.

# About the Client

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A renowned Business Process Outsourcing (BPO) company with a global presence, catering to diverse industries including BFSI, Direct-to-Consumer (D2C), Healthcare, and Automotive. With a workforce of over 15,000 employees across various locations, they provide comprehensive voice and non-voice business process support to their end clients.



# Business Problem

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During the unprecedented challenges of the Covid-19 pandemic in 2020, the client encountered a critical dilemma. Their voice processes demanded stringent compliance, even to the extent that customer executives were prohibited from having items as basic as pens on the work floor. As remote work became the norm, ensuring data security and compliance became more complex. The risk of non-compliant activities, like unauthorized object usage and unauthorized persons in proximity, escalated due to the shift to remote work.



# Solution

We developed an AI-powered Compliance Monitoring platform using Computer Vision, Face Recognition, Object Recognition, and Gesture Detection:

- **Scenario Identification:** Collaborated with the client to identify non-compliant actions (e.g., unauthorized mobile use, screen photos, unapproved individuals).
- **Face Recognition Model:** Trained a real-time model to detect unauthorized individuals via laptop cameras.
- **Gesture Detection Model:** Real-time detection of actions like writing or using a mobile phone triggered alerts.
- **Object Recognition:** Identified objects like pens, mobile phones, and cameras to detect noncompliance.
- **Alert and Evidence Capture:** Immediate alerts and evidence capture of non-compliant actions for supervisors.

# Outcome

- The implementation of the AI-Powered Non-Compliance Monitoring platform delivered significant outcomes for the client:
- **Enhanced Compliance:** The platform allowed the client to monitor and deter 80-90% of non compliant activities, even during the remote work scenario.
- **Data Security Assurance:** The solution empowered the client to uphold their stringent data safety and security commitments to end clients, fostering trust and compliance adherence.
- **Risk Mitigation:** By effectively preventing major data leaks or security breaches during the work-from-home setup, the client avoided potential penalties and business disruptions.





# Conclusion

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The AI-Powered Non-Compliance Monitoring platform exemplifies the fusion of technology and proactive strategy. Through real-time detection of non-compliant activities, the client managed to maintain compliance integrity even during a challenging remote work landscape. This successful implementation showcases the power of AI in safeguarding sensitive data, securing business processes, and ensuring compliance in an ever-evolving business environment.



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