

SYKES SECURITY

Secure Business Enablement for your
Customer Interaction Management

SYKES[®]

SUMMARY

To secure the call center, businesses rely on vigilant partners who will focus on people risk management, enabling technology, and the day-to-day monitoring of processes to build a strong security culture.

As a trusted partner for many of the world's leading brands, SYKES proactively identifies threats and behavioral anomalies, while providing tailored governance and educational programs to reduce risks.

Utilizing global industry standards, SYKES provides our business leaders and clients with a recognizable and repeatable security framework under five key functions that can be applied to any facet of our business. We differentiate ourselves by providing proactive threat identification services and actionable intelligence for recovery and continuous improvement.



IDENTIFY

Analyze critical service delivery dependencies and provide an institutional understand of potential threats to identify security risks in technologies, processes, behaviors, and physical environments.



PROTECT

Safeguard the delivery of critical services and ensure the safety and security of our people through access controls, data security, protective technologies and awareness training.



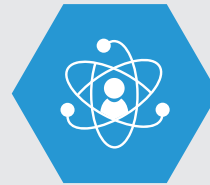
DETECT

Continuously monitor emerging threats, global events and utilize anomaly detection systems to provide alerting on events throughout the business lifecycle, enabling a timely response.



RESPOND

Effectively manage detected events through consistent classification, containment and incident management processes.



RECOVER

Quickly restore capabilities through recovery planning and collaborative engagement, resulting in security intelligence for our clients that minimizes event reoccurrence.



"In terms of engagement, quality, and response, the SYKES security team stands out amongst their competition. The collaboration and feedback provided by SYKES into our security and compliance organization has helped us evolve our programs through leading insight into our areas of risk."

– Global Telecommunications Company

WHAT SETS US APART:

Our security organization is one of the most mature in the industry, with high tenure, and a diverse base of skilled security professionals offering cross-industry expertise. We understand your business, and operate in alignment with our clients' operational objectives, delivering superior experiences through a total partnership approach. As our first priority, SYKES is focused on securing our employees and mitigating risks to ensure the seamless delivery of service at every level.

AWARDS, ACHIEVEMENTS AND COMMUNITY INVOLVEMENT:

SYKES' security team has been recognized by trade magazines and certifying organizations for securing the workplace, educating future generations, and driving thought-leading change across the industry.



**SC Magazine
Best Security Team Nomination**



**(ISC)²
President's Award**



**Center for Cyber Safety and Education,
Safe and Secure Online Programs**