

# ENSURE COMPLIANCE WITH PERSONALIZED AUTOMATION

## THE CHALLENGE:

In the dynamic, high-pressure enterprise, employees are expected to be experts on everything, and compliance is no exception. Sensitive information is shared every day, and employees must stay on top of industry and federal regulations designed to protect consumers and enterprises.

**83%**

of calls to enterprises require some sort of caller verification<sup>1</sup>

**36 million**

customer records with sensitive health, financial or personal information were breached in 2016<sup>2</sup>

**77%**

of enterprises rely on quality programs to enforce compliance<sup>3</sup>

The vast majority of data breaches due to human error occur as a result of employees simply doing something they should not be doing<sup>4</sup>

## Enterprises are subject to a range of complex regulations, including:

### GDPR

Organizations can be fined up to 4% of annual global turnover or €20M

45% of UK businesses expect to be fined for failure to be GDPR ready

### PCI

Penalties range from \$5K to \$500K



## Employees are called on frequently to:



Obtain and document consent



Respect privacy



Provide complete and accurate disclosure

## Noncompliance can lead to:

### Brand damage

### Lawsuits

### Fines



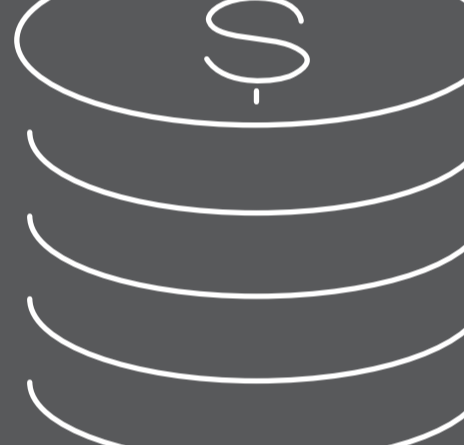
\$100 - \$50,000 fine per HIPAA violation<sup>5</sup>



\$3.62 million average cost of a data breach<sup>6</sup>



Regulatory enforcement actions led to \$321 billion in penalties within the banking sector worldwide from 2009-2016<sup>6</sup>



## THAT'S WHERE NEVA COMES IN.

NEVA—or NICE Employee Virtual Attendant—works in the background to guide employees through complex processes and provide context-based scripts.



Prompts employees with disclaimers



Ensures that compliance-related tasks are completed



Aligns staff to procedural and policy changes, for greater business agility

NEVA is your employees' personal virtual attendant, and she's always at the ready.

She connects to any desktop application



She is activated by chat, voice or screen activities

She makes compliance adherence an easy and natural part of any process

## PROVEN RESULTS

**Who:** A public sector organization responsible for collecting taxes and providing support

**What:** Enabled significant efficiencies for the agency's response to requests for financial information.

### Results:



Helped ensure that advisor behavior during the calls was in 100 percent compliance with business rules

**3 → 16**

minutes seconds

Time to gather and analyze info from 20+ screens reduced from 3 minutes to 16 seconds



Enabled an improved customer experience

## GET TO KNOW NEVA

Visit [www.nice.com/NEVA](http://www.nice.com/NEVA) or schedule a demo to learn more about how NEVA can help you ensure compliance in your enterprise.



1 Opus Research <https://opusresearch.net/wordpress/2012/07/13/upcoming-webcast-survey-says-fix-caller-authentication/>

2 <https://www.icmi.com/Resources/Technology/2017/03/Call-Center-Predictions-for-2017-Data-Security-and-Compliance>

3 ICM Customer Experience Management "Hot Buttons" report. <https://www.icmi.com/-/media/Files/Resources/Whitepapers/customer-experience-management-hot-buttons.aspx>

4 GDPR Report <https://gdpr.report/news/2017/06/08/tips-training-staff-data-breaches-reduce-human-error/>

5 <https://www.hipaajournal.com/what-are-the-penalties-for-hipaa-violations-7096>

6 Global Risk 2017: Staying the course in Banking, BCG report, March 2017