



HFS Hot Vendor:

ThinScale

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# Introduction

The HFS Hot Vendors are an exclusive group of emerging players, each with a differentiated value proposition for the HFS OneOffice or HFS OneEcosystem. HFS analysts speak with numerous exciting startups and emerging players.

We designate a select group as HFS Hot Vendors based on their offerings' distinctiveness, ecosystem robustness, client impact, financial position, and the impact in our OneOffice and/or OneEcosystem Frameworks. The HFS Hot Vendors may not (at the time of writing) have the scale and size to be featured in our Top 10 reports, but they have the vision and strategy to impact and disrupt the market.

# Work-from-home contact center security at scale

Author: Melissa O'Brien

When the contact center world had to quickly adjust to becoming completely virtual in 2020, security measures became first and foremost on enterprises' minds to maintain adherence to compliance and regulatory standards while keeping the lights on. Fast forward two years, and security is still top of mind in a permanently hybrid environment, but now it's even more critical to maintaining contact centers' reputation and customer trust.

ThinScale is a technology solution enabling work-from-home (WFH) personal computers to be secure and compliant in a BYOD (bring your own device) environment. Its marquee product is the Secure Remote Worker. Secure Remote Worker temporarily locks down a personal device, enabling work-at-home users to securely connect to a corporate environment to access apps and desktops. In "worker mode," Secure Remote Worker launches a temporary, secure workspace completely locking the user out of their underlying operating system. The Write Filter feature prevents any data accessed in worker mode from being saved or moved to the personal device.

ThinScale's tool suite is not just critical for agents in production but also for ensuring security during recruitment and onboarding. Users receive a link

to install Secure Remote Worker with one click. The application inspects the personal device during hiring and before onboarding to determine whether the device meets requirements and enables remediation before granting access. The Windows Patch Management feature ensures the user's personal device meets required patching standards and policies before allowing them to connect on an ongoing basis. It also blocks storage devices, but it enables keyboards, headsets, and other accessories needed for the agent's work.

ThinScale boasts some of the largest contact center business process outsourcers (BPO) on the planet as its clients. There are now hundreds of thousands of agents on the platform in ThinScale's BPO clientele and within the direct enterprise market.

ThinScale customers say they have not seen the same level of security capabilities and depth of controls in ThinScale competitors. While the ThinScale portfolio is optimized for contact center agents, clients say there is applicability across enterprise functions and are exploring its use across other business areas that would benefit from more security and better remote onboarding processes.

## HFS' take

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The pandemic ushered in a wave of working from home, which at the time was urgent and necessary. The WFH model has proven itself, particularly for certain segments and demographics for contact center services, and the model is here to stay. Security measures are foremost on enterprises' minds from a compliance and regulatory standpoint and for maintaining their reputation and customer trust. ThinScale seems to have tapped into a unique and differentiated value proposition for the contact center cohort, particularly for BPOs that need to provide security at scale.

Security is the backbone of HFS' OneOffice™ framework; without a secure work environment, the rest falls apart. ThinScale also embodies many other premises we evangelize as part of OneOffice: The cloud model and focus on employee experience and improved onboarding are also core elements that support OneOffice. WFH and hybrid workforces are here to stay, and they require new levels and standards of security to operate successfully long term. ThinScale enables a secure and employee-friendly desktop to enable great customer experience in the new hybrid future.

## Vendor factsheet

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- **Founded:** 2012
- **Headquarters:** Dublin
- **Key executives:** Brendan Kiely (CEO and Co-founder)
- **Financial situation:** Privately Funded
- **Performance:** per annum growth rate last two years 85%
- **Clients:** Approximately 500 clients
- **Notable clients:** TTEC, Teleperformance, Concentrix, Sitel Group

### Solution portfolio:

- **Secure Remote Worker:** A solution that is installed and runs on a user's personal Windows device, delivering a secure workspace environment for remote access and working at home

- **ThinKiosk:** A PC-to-thin-client conversion solution that turns Windows PCs into centrally managed, secure, thin clients
- **ThinIO:** Storage solution for disk I/O optimization
- **IntelliPerform:** An enterprise-class solution that includes an advanced rules engine for optimizing and managing system CPU and memory (formerly ThreadLocker)

**Industry coverage:** Healthcare, business process outsourcing, education, government, managed service providers, financial services

**Technology partnerships:** Citrix, Microsoft and Amazon



# About HFS

## Insight. Inspiration. Impact.

HFS is a unique analyst organization that combines deep visionary expertise with rapid demand side analysis of the Global 2000. Its outlook for the future is admired across the global technology and business operations industries.

Its analysts are respected for their no-nonsense insights based on demand side data and engagements with industry practitioners.

HFS Research introduced the world to terms such as "RPA" (Robotic Process Automation) in 2012 and more recently, the HFS OneOffice™. The HFS mission is to provide visionary insight into the major innovations impacting business operations such as Automation, Artificial Intelligence, Blockchain, Internet of Things, Digital Business Models and Smart Analytics.

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