



Fortune 100 Company Uncovers Bigger Problems While Tracking Remote vs. Office Productivity



The Challenge

When a Fortune 100 data company noticed an overall drop in productivity and widespread violations of their in-office and remote work policies, **they turned to Teramind to help visualize employee behavior trends for better insight.**

Goals

- ✓ **Centralize** employee location and productivity data in a single pane of glass.
- ✓ **Confirm** attendance for scheduled in-office work days.
- ✓ **Compare** in-office performance with out-of-office performance.
- ✓ **Provide** easy-to-read reports for nontechnical executives.
- ✓ **Filter** reporting by leader, from executives down to front-line managers, with roles pulling from Active Directory.
- ✓ **Protect** sensitive user and HR data, as well as their network, from 3rd party vulnerabilities using a secure platform.
- ✓ **Lay the foundation** for an enhanced DLP strategy that protects data at the user level.

The Approach

Implement granular behavioral monitoring, using geolocation to compare productivity rates at home versus in-office, alongside integrated data points from multiple platforms for validation.

Requirements:

- ✓ Collecting and centralizing user behavior data in a highly complex, global environment that includes numerous office locations
- ✓ In-office, remote, and hybrid teams
- ✓ VPNs that can obscure location
- ✓ Required integrations for company software provided for employees to track their own attendance and travel days meant reconciling wildly disparate systems and datasets.

The Result

A centralized, single pane of glass in Teramind that includes all behavior activity at the user, team, and location levels, badge swipes from all office locations, PTO logs, employee calendars, and travel data told the story of employees who were abusing the system.

How do you know who's working where?

Experimenting with new workforce models, the organization's management wanted to balance the rising popularity of remote work with their commitment to in-person collaboration. So, they had rolled out a hybrid work model in recent years, while also investing heavily to improve existing physical work spaces. The problem was that many people who were expected simply didn't show, and compliance was nearly impossible to monitor at scale because of the various possible exceptions (PTO, work-related travel, etc.).

To further complicate things, a number of reports had come in of users who were swiping their cards at the door to appear in-office, only to turn around and leave without telling anyone.

The company needed to get granular with their data collection for an objective picture of what was happening. If they took action without enough information, they might miss the mark, and they were tired of guessing.

Build vs. Buy

Initially, the organization wanted to keep all their data in-house and hoped their extensive teams of IT professionals and coders could build an internal platform that would correlate data from various applications in use. The result was a custom application that took too long to manage, didn't have activity data, had too many bugs to work out, and was not robust enough to correlate and visualize the information in a meaningful way. The hoped-for big picture visualizations never quite materialized, and they scrapped the project after deciding it was consuming too many internal resources.

Buy, it is.

The decision was made to find the most powerful, stable, secure existing platform available, hoping to leverage adaptable settings and integrations to meet their needs. So, they set out to find the best of what was available on the market.

Comparing Solutions

The IT team launched a full vendor review to understand all their options, collecting bids and “comparing apples to apples” across capabilities. Narrowing down to their top 3, the team ran these platforms side-by-side. Their conclusion? Teramind was by far the most mature, customizable, well supported, and secure platform.

Functionality First

One thing that was essential to this company was a SaaS platform’s ability to be online and available when they needed it. They were very pleased with Teramind’s 99.98% uptime and availability rates, redundant architecture, and geographic hosting options around the globe. Additionally, the team communicated that they liked Teramind’s service level agreements (SLAs) for enterprise packages, public cloud and on-premise deployment capabilities, comprehensive data collection and analysis, and deep bench of expert support.

Security Matters

The client also found Teramind’s competitors lacking in enterprise-grade security controls and compliance documentation. Teramind was the only provider whose security program included ongoing code reviews, frequent penetration testing, secure architecture, role-based access control, and other elements security-minded enterprise companies require from their partners.

Integration Capabilities

Some of the data the client wanted to include lived in other systems – none of which were designed to handle anything beyond their singular purpose. This would help them eliminate the time-consuming task of moving between portals.

For example, every time an employee didn’t swipe their card at the office location where they were scheduled to work that day, IT directors had to open their PTO management platform to see if that person was on vacation or called in sick.

SaaS Maturity

Founded in 2014, Teramind has served over 10,000 customers with its granular behavioral data collection and business intelligence reporting, so this enterprise client knew they weren’t taking a gamble on a newcomer in the space.

Competitors couldn’t hold a candle to Teramind in its capabilities, and the client knew that without it, they wouldn’t be able to see all the information they needed to get a clear picture of baseline behaviors, outliers, and trends they needed to understand their productivity problems more clearly.

A True Partnership

Working hand-in-hand with the organization's IT team for testing and feedback, Teramind's expert Developers built exactly what the client wanted to see, from integrations, to enhanced geolocation features, to new report types and data visualizations. The Teramind Client Success team supported the entire project, as well, with regular communication, implementation guidance, and on-call availability.

Teramind Becomes Central Hub

With all data now feeding into Teramind, the company could leverage the platform's powerful behavioral monitoring, reporting, and business intelligence capabilities, simply including additional data points to display everything they wanted to see in a single pane of glass.

Integration Requirements:

- ✓ Active Directory for employee, team, and manager alignment
- ✓ HR Platform for PTO and sick day tracking
- ✓ Security badge swipe data from 2 platforms
- ✓ Datawatch security badge swipe data
- ✓ Travel & Expense platform

Teramind Gets a Test Drive

The company rolled out Teramind to one group of employees. Right away, they saw clear attendance policy violations and trends. Surprised at the speed and out-of-the-box power of Teramind, the IT team was excited, but knew they still had a number of custom requirements they would need to solve for soon. Could the platform deliver what they needed?

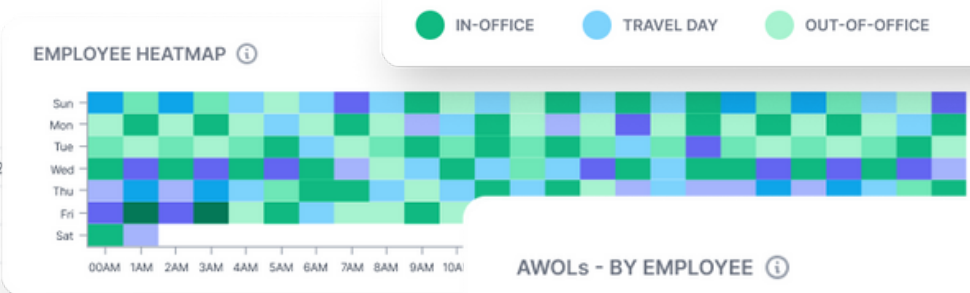
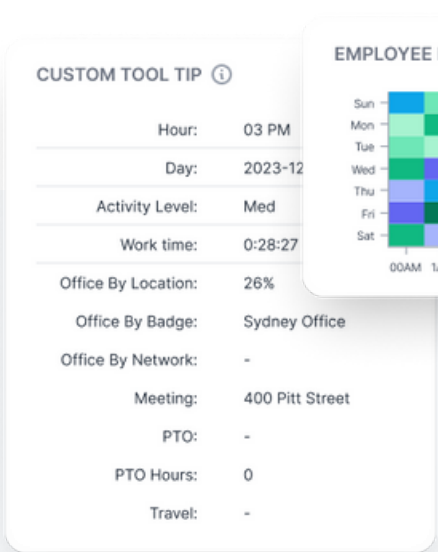
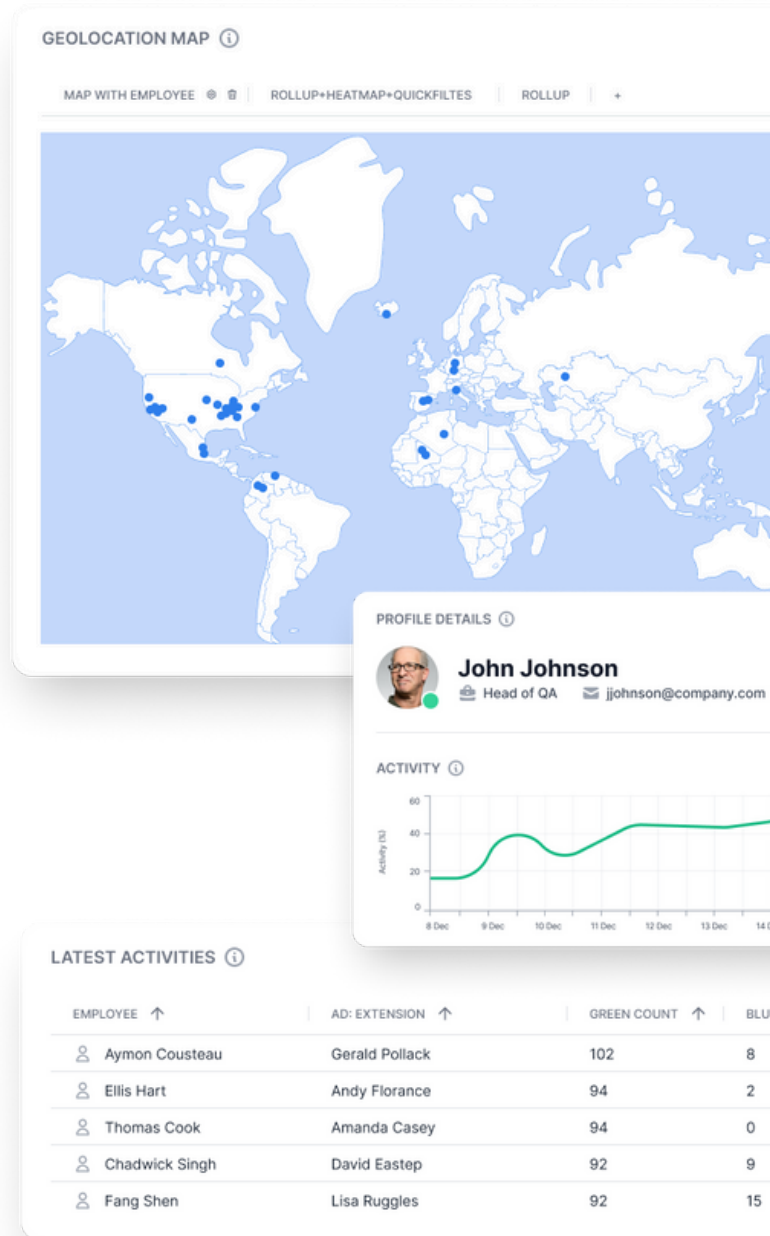
Enterprise-grade Support to the Rescue

The company was excited to find that Teramind was just as committed to their success as they were. Developing integrations, normalizing disparate datasets, and mapping fields, one Teramind group worked to import the client's external data, while another team enhanced the platform's existing geolocation capabilities. **This resulted in entirely new features and visualizations that would meet the client's exact needs.**

The Custom Solution: Multi-Tiered Approach to Location Reporting

Using multiple data points, the company can now quickly validate employees' work locations, be alerted to violations, and quickly conduct deep dive investigations as needed.

- ✓ **The Geolocation Map widget shows where in the world an employee works each day.**
- ✓ **Detailed mouseover tooltips on the Teramind heat map provide more context:**
 - ✓ In-office connections
 - ✓ Keycard swipes
- ✓ **The data is correlated with external data for final validation:**
 - ✓ Employee calendars
 - ✓ Paid time off (PTO) and sick days
 - ✓ Approved travel dates



What They Found

Confirming the organization's growing concerns, the rollup report for just one week showed hundreds of absent without leave (AWOL) violations concentrated on particular teams, and several office locations showed much higher rates of absenteeism than others. Individuals with the highest AWOL rates were selected for deeper dive investigations.

Wanting to ensure the accuracy of Teramind's reporting, they cross referenced this information with Microsoft Teams calendars and behavioral data. While the Microsoft data had always been available to them, the IT leaders understood that it was an incomplete picture without more granular, comprehensive data.

Many employees were doing little to no work while at home, raising concerns that some might be working at other jobs while on the clock. Other employees simply weren't following company attendance policies. A smaller subset of employees were found to have left town entirely for weeks at a time without taking PTO or checking in with their managers, and without performing any work while out. The company was able to handle these instances, driving immediate impact.

Having reached their initial goals within weeks of the rollout, company leaders are excited for their newfound ability to see and measure improvement right away for company-wide initiatives designed to stoke the fires of productivity.



What's Next?

Based on their success with Teramind's behavioral monitoring, IT team is making plans to build out their Teramind data loss prevention use case, starting with prebuilt rules for protected data and templated behavioral alerts that will help them prevent costly data leaks.

They will be leveraging the power of screen recording for all risky users, as well as optical character recognition for detecting when sensitive data is being displayed on the screen. In combination with powerful automated response and alerting capabilities, this will allow the company to perform investigations, collect irrefutable evidence, and even halt processes in real time based on the level of a given security violation.



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