

## Telegenisys Inc. Augments Security At Its Offshore Outsourcing Center

Date: 08-21-2008 03:15 PM CET

Category: [Business, Economy, Finances, Banking & Insurance](#)

Press release from: [Telegenisys Inc.](#)



One of the leading providers of business process outsourcing services, Telegenisys Inc. recently initiated an organization-wide drive to augment security at its offshore development facility. The move, it appears, is motivated by the recent spike in cases related to data theft and misuse of confidential information such as credit card numbers, social security numbers etc, obtained illegally and fraudulently from outsourcing hubs in most cases. In this context, it would be worth mentioning that Telegenisys Inc. has a clean record in this area since it already has the best available security systems installed. Company officials however believe that since the criminal mind is getting increasingly smart, it is always better to take proactive steps rather than wait for something bad to happen.

"Security threats, both online and offline, have increased dramatically over the last few years and with 16 year olds hacking into network servers and mainframes, we believe we cannot afford to ignore potential security risks even when we already have advanced security systems in place" said Mr. Cecil Ramchandran, the Assistant to the CEO. "We handle a wide variety of outsourced processes such as telemarketing, customer support, records retrieval, accounting & finance and many others, all of which involve the sharing of confidential data and information, either related to clients or their customers. We very well understand the importance of ensuring the security of confidential data and information and it's the same reason why we have decided to upgrade our security systems."

Elaborating on some of the main plans and strategies, Mr. Ramchandran said that the company is targeting both offline and online security threats and risks. "For offline threats, we have installed the latest biometric security systems that are virtually impossible to tamper with. Since it automatically logs user ID and time whenever access is gained to the development center, it acts as an effective deterrent and helps prevent unwanted incidents. We have also replaced our CCTV cameras with new ones having "motion-detection" capability, which can zoom in automatically and can capture both images and video of would-be offenders."

"As for online security threats, we have installed advanced network monitoring systems that keep a log of each and every activity and of every individual unit connected to the network." said Mr. Ramchandran. "We have also installed special software systems that can automatically detect a security breach based on the parameters provided and set the alarm bells ringing in our network security department. Security threats may also arise from outside sources and keeping that in mind, we have also installed the most advanced firewall and anti-virus systems on our network servers. All these together, are helping us sustain our clean record and also in making our offshore outsourcing center one of the most secure in the industry."

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Telegenisys Inc. is one of the leading providers of Business Process Outsourcing (BPO) services, offering a wide range of back office, customer care & support and telemarketing outsourcing solutions to clients worldwide. Aided by world-class infrastructure, business competencies, domain knowledge & expertise and a dedicated group of highly skilled and trained professionals, we are able to provide the best quality outsourcing services to clients. Our core competencies include services such as customer care & support, B2C & B2B telemarketing, data entry & data conversion, web promotion, content development, accounting and financial services, tax consultancy, medical records retrieval, market research, database creations, document scanning & sorting, infomercial sales services, and insurance claims. To acquire more information about the Company, visit [www.telegenisys.com](http://www.telegenisys.com).

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