



SUTHERLAND SENTINEL AI®

# Enterprise-Grade Security for the Telecom Workforce

**Brick-and-Mortar Level Security.  
Confidence for Telecom Providers. Trust for Customers.**

Sutherland Sentinel AI® is a comprehensive AI-driven security suite designed to protect telecom enterprises from data breaches, compliance risks, and fraud. It provides cost-effective, non-intrusive, and scalable security solutions that seamlessly integrate across global teams, ensuring protection without disruption.

As telecom providers embrace hybrid and remote operations, they must secure sensitive customer data, prevent identity fraud, and maintain compliance with industry regulations—all while delivering seamless service.

## How Sutherland Sentinel AI® Strengthens Telecom Security

Sutherland Sentinel AI® delivers AI-powered security to strengthen telecom operations with:

### Flexibility of Operations

Supports remote, hybrid, and on-premises work for seamless scalability

### Real-Time Monitoring

AI-driven webcam image analysis detects anomalies, unauthorized access, and security risks in real time

### Data Masking

Redacts and masks data dynamically across any screen without disrupting applications

## Sutherland Sentinel AI®: Tailored for Telecom Security

### Sentinel AI Vision | AI-Driven Identity Authentication

In telecom support environments, **real-time identity verification** is critical to prevent fraud and unauthorized access. **Sentinel AI Vision uses AI-powered facial recognition and object detection** to verify user identity, detect unauthorized activity (such as multiple faces on-screen or the use of restricted objects), and mitigate security risks in customer interactions.

### Sentinel AI Shield | Dynamic Data Masking & Privacy Protection

Telecom providers handle vast amounts of **sensitive customer data, including PII and PHI**. **Sentinel AI Shield ensures real-time, adaptive data masking** across all browser-based applications, preventing unauthorized access to confidential information. Compliant with PCI DSS, GDPR, and CCPA, it automates privacy protection, minimizing insider threats while meeting regulatory requirements.

## Secure Your Telecom Workforce Without Compromise



### Seamless Service

Zero disruptions in customer interactions



### Better CX

Fewer dropped calls, improved resolutions



### Stronger Security

Detects shared workspaces, ensuring privacy



### Optimized Resources

Bandwidth-saving validations boost efficiency

Sutherland Sentinel AI® is a non-intrusive, enterprise-grade solution that secures telecom operations without disrupting productivity.

## Secure Your People. Secure Your Data. Pass Every Audit.

Let's build a safer, more connected future for telecommunications. Contact us today!

### Unlocking Digital Performance. Delivering Measurable Results.

At Sutherland, we are a leading global business and digital transformation partner. We work with iconic brands worldwide in Healthcare, Insurance, Banking & Financial Services, Communications, Media & Entertainment, Technology, Travel & Hospitality, Logistics, Retail, Energy & Utilities industries. We bring our clients a unique value proposition through market-leading technology and business process excellence. Leveraging our advanced products and platforms, we drive digital transformation, optimize critical business operations, reinvent experiences, and pioneer new solutions, all provided through a seamless "as a service" model. For each company, we tailor proven and rapid formulas to fit their unique DNA. We bring together human expertise and artificial intelligence. In short, we do digital chemistry. It unlocks new possibilities, great client partnerships, and transformative outcomes.

