Online Business Systems Announces Availability of SecureCX Risk Assessments on Genesys AppFoundry

Marketplace of business applications focused 100% on customer experience; Online Business Systems leverages industry-leading Genesys Customer Experience Platform to deliver world-class solutions

Online Business Systems (Online) has launched SecureCX Risk Assessments on the Genesys AppFoundry – a newly available online marketplace focused on customer experience solutions. The AppFoundry allows Genesys customers to discover, research and connect with a broad range of customer experience applications, integrations and services that address their unique customer needs.

Online's SecureCX Risk Assessment enables organizations to identity threats and vulnerabilities that can potentially impact their business, and to analyze controls that reduce risk. The SecureCX Risk Assessment helps organizations ensure that they, and their customer information, are secure and protected from threats and vulnerabilities – now and in the future.

Built on the Genesys Customer Experience Platform, SecureCX Risk Assessment is currently available on the AppFoundry at https://appfoundry.genesys.com/home.

"Genesys is founded on a history of collaboration and openness and with the AppFoundry we are launching a global call to action for partners to create world-class applications and solutions to help our customers take their customer experience to the next level," said Merijn te Booij, Chief Marketing Officer at Genesys. "Companies like Online Business Systems are harnessing the power of the AppFoundry and the Genesys Customer Experience Platform in creative ways to help our customers differentiate through a single marketplace that addresses their unique needs."

A Genesys services partner since 2005, Online provides the unique combination of extensive Genesys CX and Information Security (InfoSec) consulting expertise. This enables us to provide unique offerings – such as SecureCX Risk Assessments – to our clients that go beyond standard Genesys implementations.

"Organizations today are vulnerable to intruders or malicious users gaining access to their customers' sensitive information," said Tim Siemens, Chief Technology Officer at Online. "To protect this data, organizations must start by defining, and then measuring, the associated business risks of these threats. Based on this understanding, they can then protect their assets through informed decisions that are aligned to business objectives."

Online's SecureCX Risk Assessment is based upon well-established information security standards (ISO 27001, NIST 800-53 r4, PCI, and HIPAA). Our SecureCX team works closely with organizations to define and locate critical information and assets. This is followed by determining associated threats, vulnerabilities, risks, and potential attack vectors to build out a matrix which includes potential impact, costs, and probabilities. The end result is a strategy to address any pertinent risks.

About Online Business Systems:

Founded in 1986, Online is a leading North American business and IT solutions provider. We focus on ensuring our clients' success through our services, which range from strategy to implementation to ongoing support.

As a Genesys services partner since 2005, and with service capabilities across the full suite of Genesys customer care solutions, Online Business Systems helps organizations get the most from their Genesys investment. We have completed hundreds of Genesys project engagements and support Genesys Professional Services and Genesys end users both on-premises and in the Cloud.

For more information, visit www.obsglobal.com.