

PROTECT IT. SILENCE IT. iGUARD® IT.

PROTECTING CUSTOMER DATA IN ATTENDED TELEPHONY INTERACTIONS

iGuard® by IntraNext Systems is a software solution for the secure handling of sensitive data in agent assisted interactions. Developed for legacy telephony environments, iGuard offers a secure way for customers to enter their Personally Identifiable Information (PII) while staying in contact with an agent.

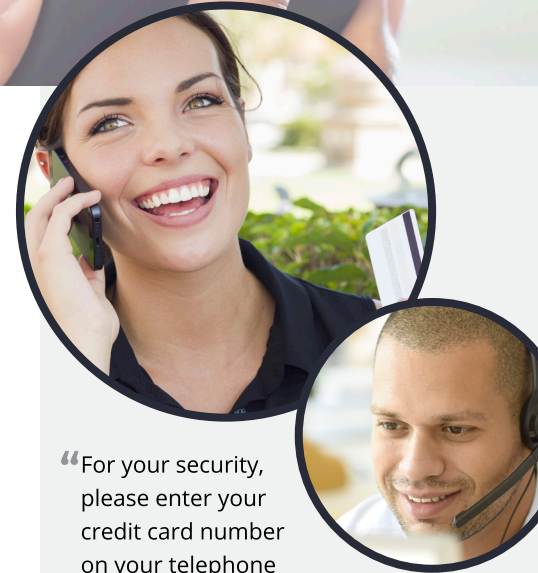
Utilizing Automatic Call Distributor (ACD) media resources for DTMF detection, customers simply input their sensitive data via their telephone keypad during attended telephony interactions. iGuard effectively eliminates the verbal exchange of sensitive data between customers and agents allowing for full call recordings. In addition, an agent's screen is populated

with asterisks or masked digits allowing for full screen capture.

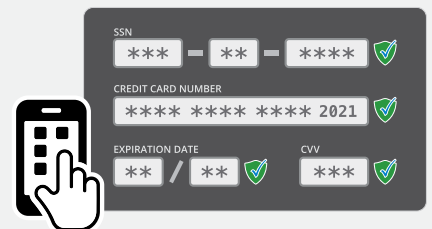
Aiding in PCI DSS compliance initiatives, iGuard prevents quality monitoring systems from recording or storing sensitive data and effectively descopes agent workstations for compliance and data security initiatives.

As a PCI PA-DSS validated software application, iGuard prevents sensitive cardholder data from traversing across applications and the network.

iGuard is a premised-based software solution that can be integrated with legacy telephony systems, CRM applications, billing systems, and payment gateways.



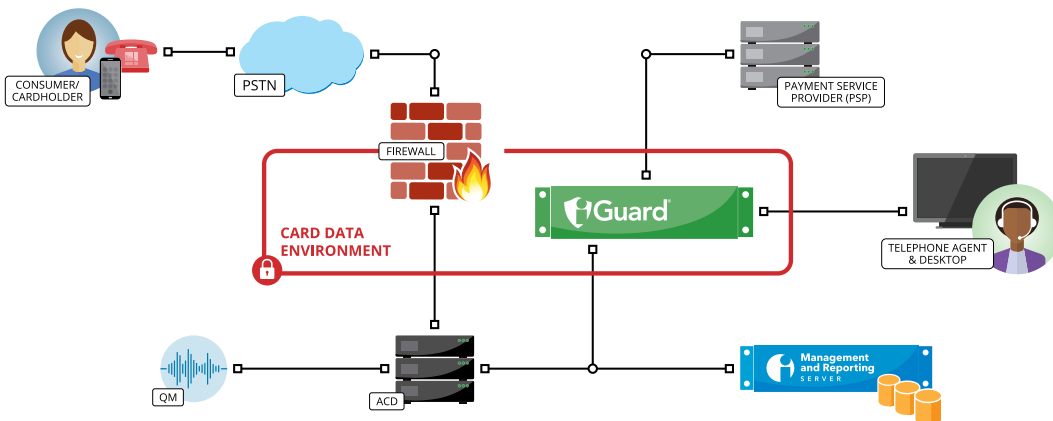
“For your security, please enter your credit card number on your telephone keypad.”



SECURE AND EFFICIENT

Implementing iGuard in your contact center is not only a smart data security decision, but your contact center will also benefit from the following:

- Improved transaction accuracy
- Enhanced customer experience
- Increased agent productivity



ABOUT INTRANEXT SYSTEMS

IntraNext Systems is an industry leader in contact center software development and integration capabilities for both legacy and VoIP telephony environments.

Our Event Intelligence® Platform includes secure payment handling products for PCI DSS initiatives, and Computer Telephony Integration (CTI) solutions that deliver real-time call intelligence to an agent's desktop. Our solutions can be integrated with existing telephony platforms, IVR's, Customer Relationship Management (CRM) products, quality recording and

monitoring solutions, billing systems, and payment processors. Our solutions are premise-based allowing contact centers to protect and maintain their current environment investment and take advantage of the latest technology solutions.

IntraNext believes in the least disruptive approach to solution implementation. IntraNext has an onsite facility with state-of-the-art equipment allowing IntraNext's developers to mimic production environments of leading call

center systems and test solutions prior to implementation without having to disrupt our clients' environment or daily business routines.

In addition to developing best-in-class software solutions, IntraNext has worked tirelessly to earn our reputation as "true partners" with every client. Our post-sales support commitment sets us apart from our competitors. Excellence in customer service and responsiveness to client needs transcends all that we do.

THE EVENT INTELLIGENCE® PLATFORM

SMART. SECURE. SOFTWARE.

Our Event Intelligence® Platform provides contact centers with software tools needed to deliver an optimal and secure customer experience. Whether you are looking for agent efficiency tools and/or solutions for the secure handling of sensitive data in agent-assisted transactions, IntraNext has you covered.



391 Inverness Parkway, Suite 111 • Englewood, CO 80112
Phone: 303.799.0771 • Toll Free: 888.638.6398
sales@intranext.com

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