



Secure Transactions

CallGuard

Protect Sensitive Customer Data from Fraud

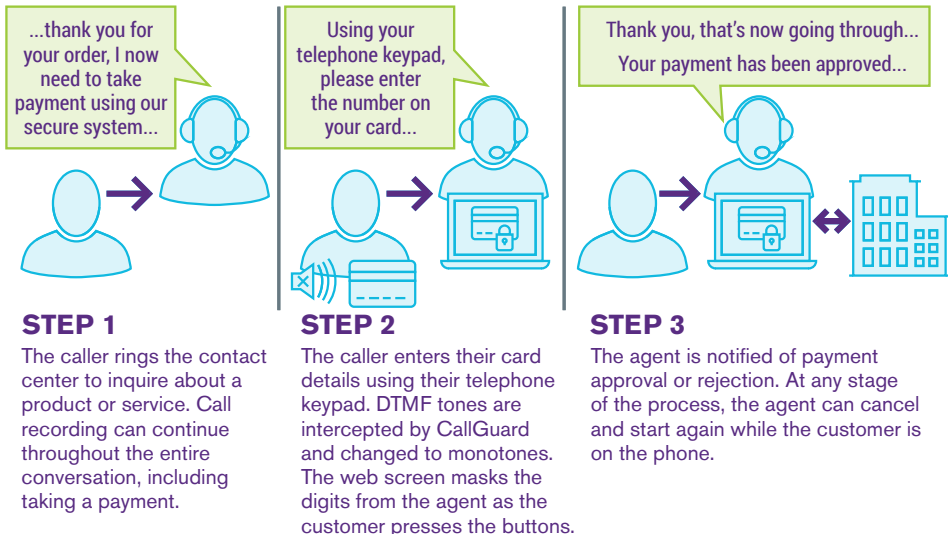
When customers pay or provide sensitive information over the phone, agents typically see and hear their sensitive data. This data will also be captured on call recordings and passed through your systems.

CallGuard removes sensitive numeric data from all areas of your contact center environment including call recordings, agents, networks, databases and processes. This includes credit card information, social security numbers, DOB, private healthcare information or any other sensitive numeric data.

The majority of brands that had large data breaches were PCI compliant. A data breach can result in huge financial penalties, large-scale damage to brand and reputation, a loss of customer trust and lower sales. Intrado helps you go beyond compliance by reducing fraud risk and ensuring contact center security.

Why Choose CallGuard?

1. Remove risk of fraud from call recordings and agents.
2. Agent assistance and call recordings may continue throughout the transaction process; no need to put customers on hold, transfer to an IVR or a third party.
3. Integration with multiple payment service providers ensuring implementation is simple and fast.
4. Improve customer experience and increase trust when your customers no longer need to be concerned about providing their sensitive information over the phone.
5. Solutions can be installed on-site or delivered securely from our hosted platform.



CallGuard significantly improves your risk profile regardless of the maturity of your security infrastructure or level of PCI compliance.

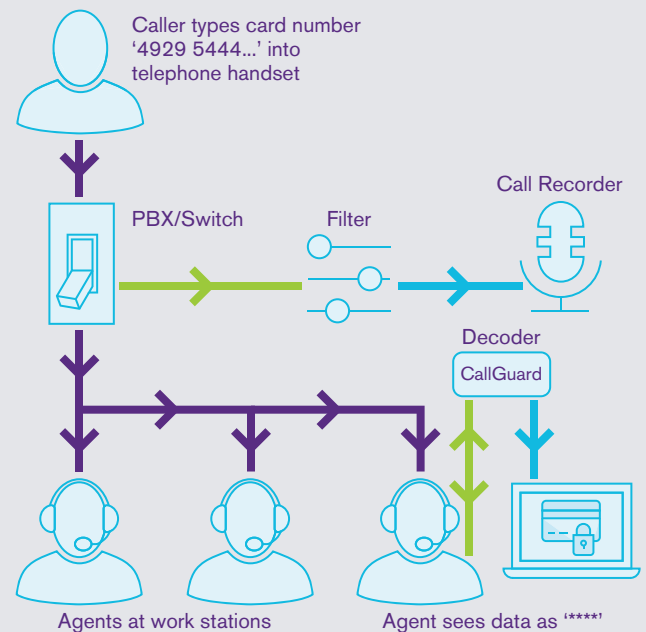
CallGuard removes sensitive customer data from your entire call center environment including recordings, agents, networks and processes.

CallGuard On-Site

Remove the Risk of Fraud from Call Recordings and Agents

CallGuard On-Site is a must for any call center that wants to secure their call recordings and agents. There are several benefits to our CallGuard On-Site solution:

- Secures call recordings and agent screens (including work-at-home agents)
- Quick and simple desktop integration
- No changes to agent payment systems
- The filter works with any call recording system
- Caller enters data directly into the payment page
- Employees no longer have access to sensitive data

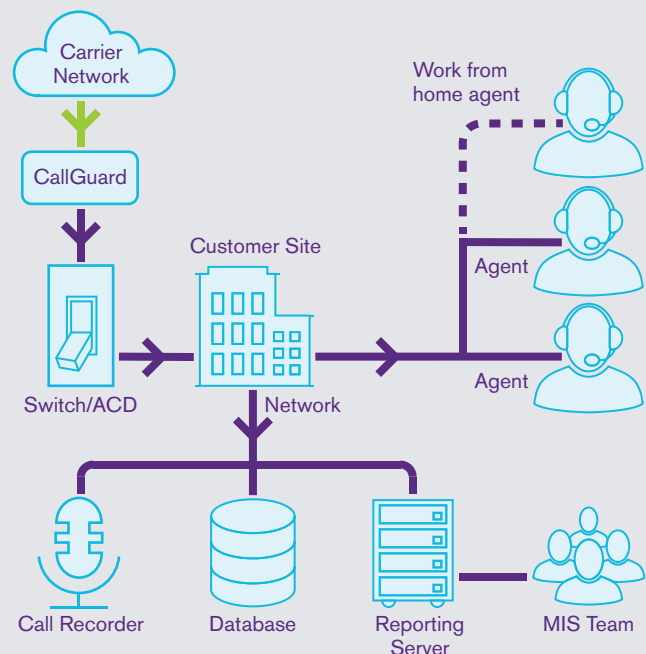


CallGuard Hosted

Complete Call Center Card Data Security

CallGuard's hosted service is ideal for organizations that want to secure their entire call center environment from card data fraud, including:

- Work at home agents
- Agent desktops
- Applications (CRM, etc.)
- Citrix/Terminal emulator
- Automated payment IVR
- VOIP and data networks



About Intrado

Intrado, formerly West, is an innovative, cloud-based, global technology partner to clients around the world. Our solutions connect people and organizations at the right time and in the right ways, making those mission-critical connections more relevant, engaging, and actionable - turning Information to Insight.

Intrado has sales and/or operations in the United States, Canada, Europe, the Middle East, Asia Pacific, Latin America and South America. Intrado is controlled by affiliates of certain funds managed by Apollo Global Management, LLC (NYSE: APO).

For more information, please call **1-800-841-9000** or visit www.intrado.com/Customer-Experience

