



PROVIDING ROCK SOLID RELIABILITY AND THE CONFIDENCE TO GROW YOUR BUSINESS

HIGHLIGHTS

- Level 1 Payment Card Industry Data Security Standard [PCI-DSS]
- SAS 70 standard
- Sarbanes-Oxley Act [SOX]
- Health Insurance Portability Accountability Act [HIPAA]

Overview

Leading SaaS providers make security of customer data a top priority, and every enterprise deserves to know what its vendors are doing to protect their customers' data and systems. Angel's dedicated security team and detailed processes are focused on ensuring high reliability and high availability of the Angel infrastructure as well as the protection of your information.

Many Angel customers have found that our security provisions meet or exceed their requirements. Angel operations encompass the people, processes and facilities to ensure high reliability, 24/7/365 availability, and recovery, with plenty of flexibility to accommodate your growth. We're dedicated to maintaining our world-class security infrastructure, and that means continually working on developments and updates to the system in order to provide fail-safe dependability and data security that you and your customers can count on.

FACILITIES

Angel's data center partner provides a secure hosting environment to house the Angel platform, systems, telecommunications and storage systems. The facility provides 24-hour physical security, with tightly controlled and limited access, monitoring, and logging. It includes redundant and backup power supplies, redundant data communications connections, and environmental controls such as air conditioning and fire suppression. Physical access to the facilities are restricted to authorized personnel with the appropriate identification credentials, all who are subject to background checks. Additional layers of physical security surround the Angel data centers, and access is limited only to specific, designated employees as authorized by Angel.

APPLICATION SECURITY

Angel enforces application security in a number of ways, including strong data encryption, controlled access to Site Builder and account information, and use of private variables and audit trails. Hardware and software is



monitored in real time, with notifications sent in real-time to operations personnel.

USER SECURITY

To access Site Builder, each user needs a valid username and password combination which is encrypted via SSL while in transmission. All data sent over an encrypted SSL connection is protected from tampering, guaranteeing a high degree of confidentiality and ensuring the data has not been altered. Servers limit the number of unsuccessful logins, time out after periods of inactivity, and other best practices are followed to ensure strong identity management and sign-on. Every Angel employee and contractor undergoes mandatory security training regardless of their role at the company to ensure that all are briefed in Angel security policy.

SECURE PRODUCT ENGINEERING

Product security is an important component in overall security, and Angel software is developed using secure coding practices.

AVAILABILITY & RELIABILITY

The Angel platform application architecture and infrastructure is designed to provide enterprises with service around the clock—24 hours a day, 7 days a week, 365 days a year. This includes provisions for scalability and high availability with built-in redundancy, replication and failover provisions. Regular operating system upgrades and patches are installed to maintain system security levels. Backup power sources provide power for the Data Center for both immediate and longer term needs. Redundant power and air conditioners keep servers continually up and running.

BACKUPS

All enterprise data is backed up every 24 hours to facilitate quick recovery and to provide for highly available standby in the event of disaster. Data is also periodically backed up offsite, and additional backup processes are in place to help recover data in the event of emergency.

CERTIFICATIONS AND COMPLIANCE

Angel complies with Level 1 Payment Card Industry Data Security Standard [PCI-DSS], and operates its business through companies that are in compliance with the SAS 70 standard and the Sarbanes-Oxley Act [SOX].

When working with an enterprise covered by the Health Insurance Portability and Accountability Act [HIPAA], Angel upholds compliance as required, often by signing a Business Associate Agreement or 'BAA' that mandates Angel to be in compliance with the HITECH Act.

ABOUT ANGEL

Angel is a leading provider of on-demand contact center voice automation solutions. The Angel solution delivers value to organizations of all sizes to more productively and efficiently address business problems through the power of voice technology. As a fully hosted solution, no investment in hardware, software, or human resources is required, delivering immediate ROI and easing and simplifying deployment of voice applications that meet unique business needs. Angel is the only provider to offer a web-based toolkit, Site Builder, that facilitates voice menu design through a simple Internet connection and our innovative technology enables complete integration with databases or CRM tools, enhanced scalability and flexible applications. For more information, visit <http://www.angel.com>.

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