



COMPANY SUMMARY

Angel is a leading provider of enterprise-focused customer experience solutions. The company provides Interactive Voice Response (IVR), contact management, and related services directly to leading enterprises and businesses worldwide. Everyday, without compromise, organizations from around the world place their trust in us, leveraging our insight, expertise and world-class service to effectively serve what matters to them most – their customers.

TECHNOLOGY INNOVATION

Angel takes the most ambitious, aggressive approach toward innovation. The company has invested nearly 200 man-years of research and development into the creation of its offerings. Core to the Angel solutions offering is the Angel Customer Experience Platform, based on cloud architecture and delivered via software-as-a-service (SaaS) model. Additionally, Angel offers its enterprises and businesses a rich suite of applications over multiple communication technologies to respond in real-time to fast-changing business conditions.

PRODUCTS

Angel's complete, turn-key products are intuitive to use, fully integrated, with anytime, anywhere access. Integral to Angel offerings is our award-winning Site Builder toolkit that facilitates easy design, deployment and management of customized voice applications in real-time. Angel integrates best-in-breed solutions, plug and play applications and embedded business intelligence analytics in one dynamic, unified system that manages all your support needs.

Inbound IVR seamlessly processes incoming calls that are normally performed by a live agent. It delivers a personalized high quality caller experience.

Outbound IVR engages recipients through an interactive two way communication to maximize outreach efforts and proactively anticipate customer needs.

Virtual Contact Center is a hosted contact center that delivers quality customer service with geographically dispersed representatives. Seamlessly handles calls and eliminates disparate telephony applications.

ANGEL SNAPSHOT

Company Founded
1999

Subsidiary of
MicroStrategy (NASDAQ: MSTR)

of Customers
1,000+

Revenue Growth
40%+ year after year

Patents
25+

Investment in Product Development
200+ man-years

Caller First Analytics is Angel's business intelligence reporting and analytics tool that provides insight into the performance of voice applications and allows enterprises to analyze their data to make iterative changes to optimize their voice applications to provide efficient customer support.

A Full Range of Plug and Play Applications

A comprehensive range of plug and play applications are all designed to enhance the customer experience and strengthen customer retention:

- √ Enable customers to verify their identity over the phone with voice biometrics.
- √ Allow customers to engage in live chat and SMS.
- √ Capture full names and address in one instance.
- √ Accept, verify, process and manage online transactions from all major credit cards with phone-based order management solution.
- √ Align agent resources with business needs with forecast, scheduling and resource management tools. Easily capture caller information and transcribe an entire voice recording over the phone into text format.
- √ And more.

CUSTOMERS

Angel serves organizations in virtually any industry. Our customers range in size from small businesses to very large enterprises. Our solutions enable over 1,000 customers to improve customer service, increase efficiency and drive bottom-line performance. The strength of our product leadership and the quality of our customer base is demonstrated by the fact that approximately three-fourths of our revenue is generated from existing customers.

DATA CENTERS

Angel data centers provide the highest level of physical security, power availability, and infrastructure flexibility in the industry. The state-of-the-art operating environments are built to safeguard the most critical operations of our customers. Angel data centers are currently located in Ashburn, VA and Chicago, IL.

AWARDS AND RECOGNITION

Most recent awards and recognition include:

- √ 2009 TMC Customer Interaction Solutions Speech Technology Excellence Award for SalesforceByFone.
- √ 2009 TMC Labs Innovation Award for SupportbyFone with CTI
- √ 2009 Speech Technology Excellence Award for SalesbyFone
- √ 2008 Speech Technology Implementation for International Republican Institute

EXECUTIVE OFFICERS

Dave Rennyson
President and COO

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Vice President, Marketing &
Product Strategy

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Head of Engineering & Operations

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