



Angel Achieves Level 1 PCI Compliance for Voice Services

Highest level of certification validates Angel security processes and cloud infrastructure

Vienna, VA – October 3, 2011 – [Angel](#), a leading provider of enterprise-focused, cloud-based Customer Experience Management solutions, today announced its cloud-based [Customer Experience Platform](#), including its [interactive voice response](#) (IVR) technology, has been approved and certified as Level 1 Payment Card Industry (PCI) compliant.

The PCI Data Security Standard (DSS) is an information security standard required for organizations that transmit credit card data or process credit card payments and is designed to prevent credit card fraud through increased controls around sensitive data. With Level 1 PCI compliance validation, Angel customers immediately gain a secure environment while transmitting credit card information through the Angel platform. Angel can provide the ultimate assurance to customers evaluating the breadth and strength of Angel's security processes.

“With more large enterprises turning to the cloud to deploy their customer service applications, Level 1 PCI compliance is an absolute necessity if you're serious about security,” said Dave Rennyson, president at Angel. “As major enterprises such as financial institutions or retailers turn to cloud-based IVR technology to enhance the overall customer experience, security of sensitive data is an absolute must. With this level of assurance, our expanding customer base will not only benefit from a safe and reliable transmission environment, but will also be able to reduce applicable security assessment costs.”

Angel's Customer Experience Platform offers a comprehensive suite of voice solutions, which runs in the cloud and helps organizations efficiently manage the entire life cycle of any customer interaction through voice applications and analytics. With Level 1 PCI compliance, businesses and their customers can be assured that any transaction or data shared over the phone will be handled with the highest level of security.

PCI DSS specifically outlines best practices and various security controls, and has been in place since 2004 to protect cardholder information. Outside of protecting cardholder data, certification in this standard requires organizations to build and maintain a secure network, maintain a vulnerability management program, regularly test and monitor networks and uphold an information security policy.



For more information on Angel's Customer Experience platform and IVR technology, please visit: <http://www.angel.com/>

About Angel

Angel is a leading provider of enterprise cloud-based customer experience management (CEM) solutions, including Caller First focused Interactive Voice Response (IVR) and Contact Center solutions. These solutions enable enterprise organizations to quickly deploy voice, SMS, chat and business intelligence (BI) applications. More than 1,000 customers worldwide turn to Angel's proprietary customer engagement technology to power customer experience, marketing and sales needs. Angel's solutions are built on an on-demand, software-as-a-service (SaaS) platform and require no investment in hardware, software, or human resources, balancing the need for high quality communications with affordable pay-as-you-go pricing.

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