



# Modern Contact Center Security and Resilience

Reduce complexity and costs with preventative security and central control for global operations.



IGEL powers the intersection of performance, security and simplicity for the modern contact center. With native support for leading real-time speech, audio, AI tools, conversational intelligence, and call handling platforms, IGEL enables agents to deliver seamless customer experiences at a global scale.

## Modern and Secure Contact Centers at Global Scale

Contact centers are complex environments with distributed agents hotdesking in shared workspaces or working from home on personal or company devices. There are many challenges for IT teams to manage with zero tolerance for lagging or downtime. IGEL delivers a secure, modern way to manage endpoints across distributed contact center environments, reducing lost agent minutes, while supporting compliance with cybersecurity mandates, data protection, consumer privacy, and telemarketing laws.

## Reduce Ransomware and Improve Operations

| Reliable, High-Performance  | Secure and Resilient   | Remote Management   |
|---|--|---|
| <ul style="list-style-type: none"><li>• Ensure your contact center runs efficiently with native support for leading platforms such as Sanas, Avaya, RingCentral, Genesys, and NICE CXone.</li><li>• Support leading webcams, microphones, and headsets for high quality voice and video consultations.</li><li>• Reduce lost agent minutes due to endpoint patching, breaches, and peripheral issues.</li></ul> | <ul style="list-style-type: none"><li>• Ransomware and malware resilience with zero local data storage on the endpoint.</li><li>• Built-in zero trust enforcement at the endpoint with IGEL Preventative Security Model™.</li><li>• Mitigate Windows blue screens and outages with IGEL Business Continuity &amp; Disaster Recovery.</li></ul> | <ul style="list-style-type: none"><li>• IT teams centrally manage thousands of endpoints, deploy updates, and enforce security policies from a single platform with IGEL Universal Management Suite.</li><li>• IGEL Adaptive Secure Desktop™ automatically adapts the workspace to the device, the user persona, and the context.</li><li>• Quickly and securely onboard new and temporary agents supports seasonal demand.</li></ul> |

## Zero Downtime and Operations Resilience with Rapid Endpoint Recovery

Downtime is a disaster for contact center environments. Cyberattacks and IT outages can halt operations instantly, stalling IT and customer-facing teams, draining revenue, and damaging customer trust. While modern contact center environments invest in cloud and data center recovery, traditional endpoint recovery methods rely on reimaging or reissuing back-up devices which disrupts the end user and causes downtime.

Get back to business in minutes with secure access to critical services with IGEL Business Continuity & Disaster Recovery. Avoid the downtime and expense of device replacement or reimaging. Simply boot existing endpoints into IGEL's recovery environment.

| IGEL Dual Boot™   | IGEL USB Boot  | IGEL Universal Management   |
|---|--|---|
| <p>Install IGEL OS alongside the existing Windows partition. Amidst an outage, reboot into IGEL for instant secure access. Set up and test in advance for rapid endpoint access recovery.</p> | <p>Rapid endpoint recovery with clean boot to secure IGEL OS via USB. In the event the hard disk fails on a breached endpoint, IGEL USB Boot ensures secure access to business apps.</p> | <p>Manage configuration, updates, and policies at scale, available on-premises or as UMS as a Service. IGEL expert services provide professional support.</p> |

## Key Advantages for the Modern Contact Center

- **Reduce Risk:** Mitigate cyberattacks and breaches to ensure data protection and prevent downtime.
- **Cost-effective:** Lower operation costs with IGEL through efficient central management and built-in security. Optimize existing devices to extend the lifecycle and save on hardware expenses.
- **Scalability:** Easily scale your contact center as your business grows with IGEL and ecosystem partners.
- **Compliance:** Meet cybersecurity and data protection standards and regulatory requirements with no data stored on the device and IGEL Preventative Security Model.

**Protect your contact center:** Prevent data breaches, endpoint outages, and downtime disruption with IGEL Secure Endpoint OS Platform for Contact Centers.

**Contact** us today to learn more about how IGEL can provide the security layer for your contact center needs.

Learn more on [igel.com/secure-contact-center-with-igel](https://igel.com/secure-contact-center-with-igel)