



West at Home
11808 Miracle Hills Drive
Omaha, NE 68154

WEST AT HOME ENHANCES INDUSTRY-LEADING REMOTE LOCKED-DOWN DESKTOP SECURITY ENVIRONMENT FOR HOME-BASED AGENTS

Advanced technology includes leading-edge security capabilities while providing ease of use features for greater agent productivity

Omaha, Neb. – (June 11, 2009) – [West at Home, LLC](#), one of the nation’s leading and most trusted providers of home-based customer contact solutions, today announces the launch of the West at Home Locked-Down Desktop Security Environment 2.0. The new version of this industry-leading solution offers significant enhancements and greater remote security management for home-based workforces, compatibility with new and emerging PC technology and improved ease of use for remote agents.

West at Home has taken a leadership role in bringing a locked-down desktop environment to market for home-based agents. The Locked-Down Desktop Security Environment remotely controls 100 percent of the applications and traffic on a home-based agent’s desktop. The enhancements take the prevention of security breaches one step further by restricting use of wireless connectivity and unauthorized ports or virtual machines. Self-deleting code ensures that once the agent exits the Locked-Down Desktop, no traces of the program or applications that run inside of it remain on the agent’s computer. In addition, code obfuscation blocks attempts to reverse-engineer the program’s proprietary code – protecting intellectual property without affecting application functionality.

“Many industries, including heavily-regulated ones such as financial services and healthcare, are keenly aware of the requirement for [advanced security measures](#) to control the home agent desktop and sensitive client data,” said Strategic Analyst, Michael DeSalles with Frost & Sullivan. “These latest enhancements to the West at Home Locked-Down Desktop provide even greater peace of mind for Fortune 1000 companies, while still delivering all the proven benefits of West’s home-based agent solution.”

The West at Home Locked-Down Desktop Security Environment 2.0 also supports 64-bit operating systems, providing greater flexibility for agents who are upgrading to this technology, as well as those who rely on a 32-bit operating system. The solution also supports the latest version of Microsoft® Internet Explorer®, IE 8 and will be compatible with Microsoft® Windows 7® upon its release.

“When it comes to security and technology, it is imperative that we are always innovating and upgrading our [home agent solution](#),” said Trent Larson, director of information services with West at Home. “The release of Locked-Down Desktop 2.0 keeps us ahead of the curve on the latest operating systems for the PC, while supporting faster and more efficient operations from the agent desktop.”

The Locked-Down Desktop 2.0 adds features that optimize [home agent productivity](#) and streamlines the way agents interact with the application. “In the current economic climate, our clients need to leverage agent resources for the greatest benefit,” said Rod Bennett, senior vice president of client operations for West at Home. “With Locked-Down Desktop 2.0, our home agents will be better positioned to use their time most effectively, accelerating productivity and allowing them to focus on serving and satisfying customers while our security features invisibly protect valuable client data.”

How the West at Home Locked-Down Desktop Works

The West at Home Locked-Down Desktop transforms the agent’s existing desktop into a West-proprietary environment when the agent begins work and runs only those applications or processes specifically permitted by the client’s profile. When the agent completes a work session, the desktop is restored to its former state. The Locked-Down Desktop employs self-deleting code so no traces of the application are left on the agent’s computer after exiting.

About West at Home

West at Home is one of the nation’s leading and most trusted providers of home-based customer contact solutions. West at Home helps Fortune 1000 companies deliver unparalleled results through a combination of higher quality, better educated agents and a highly scalable, reliable infrastructure. Featuring multilayered security protection and employing the industry’s most comprehensive agent training, management and monitoring processes, West at Home helps companies achieve a higher level of quality service, improve staffing flexibility and realize a greater return on investment.

West at Home, LLC is a subsidiary of West Corporation, the nation's leading provider of outsourced communication solutions. For more information visit www.westathome.com.

About West Corporation

West Corporation is a leading provider of outsourced communication solutions to many of the world's largest companies, organizations and government agencies. West helps its clients communicate effectively, maximize the value of their customer relationships and drive greater profitability from every interaction. The company's integrated suite of customized solutions includes customer acquisition, customer care, automated customer contact solutions, business-to-business sales and account management solutions, emergency communications, conferencing and accounts receivable management services.

Founded in 1986 and headquartered in Omaha, Nebraska, West has a team of 48,000 employees based in North America, Europe and Asia. For more information on West Corporation, please call 1-800-841-9000 or visit www.west.com.

###