



TantaComm Call Recording Solutions

SECURING CALL CENTER RECORDINGS THROUGH ENCRYPTION

The Payment Card Industry Data Security Standard (PCI DSS) requires the protection of sensitive payment account data (such as primary account number (PAN), magnetic stripe data, CVV, and PIN) by any company that processes, stores, and transmits such data. The standard was developed by members of the PCI Security Standards Council, which includes VISA, MasterCard, and American Express, in response to increased credit card fraud. The focus of PCI DSS is the protection of sensitive cardholder account data that is collected and stored during credit card transactions. The standard consists of a core set of principles with 12 specific requirements for the protection of sensitive cardholder data in use, at rest, and in transit.

One of the key challenges Call Centers who handle sensitive customer information face is the implementation of audio and data encryption to comply with the PCI security requirements—and to do so in an efficient and cost-effective manner.

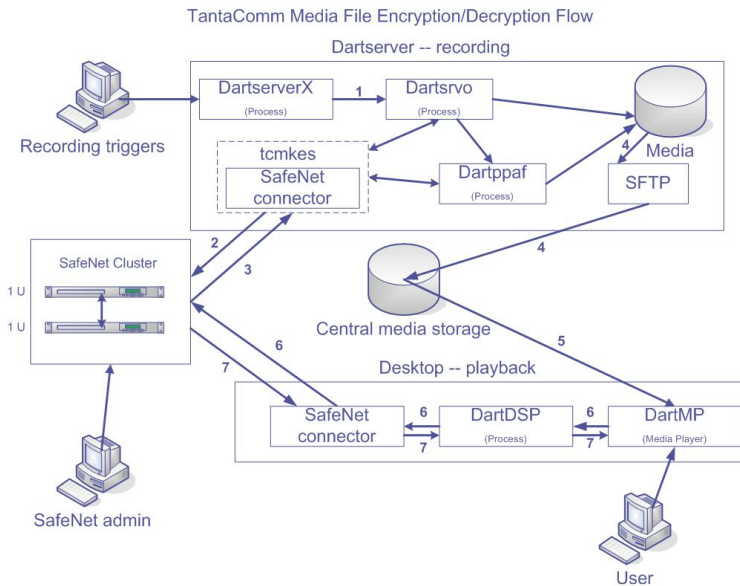
SafeNet and TantaComm have partnered to create a solution which meets this challenge. Using our security architecture, TantaComm's encryption software is installed on a new or existing Auditor server. TantaComm's recording server generates a symmetric key which is then sent over to a SafeNet appliance for encryption and is subsequently attached to the recordings. At no point in time, does the audio or video exist in a non-encrypted state, guaranteeing compliance with PCI DSS requirement three: protect stored cardholder data—the most difficult standard requirement to meet for their voice and screen recordings. In addition, because this solution can be implemented in a call center already using TantaComm's Auditor recording solution, there is no need to replace the base hardware, ensuring that this is a cost effective solution. The solution is also highly scalable as multiple Auditor servers may be attached to a single SafeNet clustered appliance.

TANTACOMM AND SAFENET'S BUNDLED SOLUTION

TantaComm and SafeNet's bundled solution includes a redundant key management appliance. TantaComm media files containing digitized audio and video can be encrypted at the time of recording and then decrypted for playback using the following process:

1. The Dartserver generates a random symmetric key for each recording. This key is then used to encrypt the media.
2. The symmetric key is sent over a secure network connection to a SafeNet DataSecure encryption management appliance cluster where it is in turn encrypted.
3. The encrypted symmetric key is returned to the Dartserver and stored in the media file along with the encrypted media. After the encryption is completed, the encrypted recordings may be sent using SFTP to a Central media storage area.
4. At playback time, the user recovers the encrypted file from the Central media storage using TantaComm's Media Player (DartMP).

5. The encrypted symmetric key is sent back to the SafeNet cluster for decryption.
6. The decrypted key is returned to the playback application, which then decrypts the media for playback. The media remains in an encrypted state whenever “at rest”. See below graphic for a detailed view of this process.



ABOUT SAFENET

SafeNet dramatically reduces the cost and complexity of PCI compliance with the most complete and easy-to-manage enterprise data protection solution. With SafeNet Enterprise Data Protection (EDP), merchants, banks, payment processors, and any other company subject to PCI DSS compliance, can meet the most challenging requirements to protect sensitive cardholder data.

In contrast to point solutions that address single requirement issues, SafeNet is the only vendor that provides a comprehensive solution that protects sensitive data from core to edge, across databases, applications, networks, and endpoint devices—thereby reducing the cost and complexity of PCI DSS compliance. The streamlined implementation of the SafeNet EDP solution ensures that PCI deadlines are met and fines avoided. www.safenet-inc.com/pcidss

SafeNet is a global leader in information security. Founded more than 25 years ago, the company provides complete security utilizing its encryption technologies to protect communications, intellectual property, and digital identities, and offers a full spectrum of products, including hardware, software, and chips. ARM, Bank of America, Cisco Systems, the Departments of Defense and Homeland Security, Microsoft, Samsung, Texas Instruments, the U.S. Internal Revenue Service, and scores of other customers, entrust their security needs to SafeNet. For more information, visit www.safenet-inc.com.

ABOUT TANTACOMM

For more than 14 years, TantaComm has provided innovative and high performance contact center recording solutions for Quality Assurance, Call Verification, and Regulatory Compliance. According to TantaComm’s respected clients, the value of the support TantaComm provides offers a significant competitive advantage, and is



a tremendous differentiator for the company in the marketplace. Timely, professional, comprehensive, and thorough, our help desk is dedicated to ensuring the success of mission critical applications, and is always available to answer questions and assist in resolving any issues. Our solutions have been deployed by two of the top ten financial organizations in the world and by many call centers that service the Fortune 500 companies. For more information, visit www.tantacomm.com.

For more information on our bundled Encryption solution, contact TantaComm sales at 800-444-8522.