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WEST AT HOME UPS THE ANTE FOR PROTECTING SENSITIVE CLIENT DATA WITH PREEMPTIVE SOLUTIONS DOTFUSCATOR SUITE

CLEVELAND, Ohio, November 9, 2009 – PreEmptive Solutions, the leading provider of solutions to protect, measure, and manage application investments, announced that West at Home, LLC, one of the nation’s leading and most trusted providers of home-based customer contact solutions, has selected the Dotfuscator® Suite to add even greater security to their locked-down desktop solution. The Dotfuscator® Suite provides patented technology for detecting and preventing application tampering that could lead to a breach of sensitive customer data, including names, passwords and credit card information. By combining PreEmptive Solutions’ application-level security with West at Home’s industry-leading remote locked-down desktop security environment for home-based agents, West at Home can provide its clients with increased protection against malicious attacks and application hacking.

“Providing the highest levels of security is a process of continuous assessments and improvements,” said Trent Larson, director of information services with West at Home. “The Dotfuscator Suite delivers one of the most comprehensive application hardening solutions available today and a framework that enables us to advance our real-time security controls to ensure that the West at Home solution keeps pace with rapidly changing threats and regulatory obligations.”

West at Home has integrated the PreEmptive Solutions Dotfuscator Suite into the latest version of the West at Home Locked-Down Desktop Security Environment, which remotely controls 100 percent of the applications and traffic on a home-based agent’s desktop. The Dotfuscator Suite takes the security of remote agents a step further by protecting against intruders who are intent on altering, reverse engineering or tampering with application behavior to gain access to customer data.

“Enterprises face significant risks from targeted attacks against application vulnerabilities and from inappropriate use of applications by end users, customers and other ‘authorized’ parties,”

according to a recent Gartner Inc. report by Adam Hills titled “Key Issues for Data, Vulnerability, Application and Endpoint Infrastructure Protection.” The report also states that “enterprises should expedite the adoption of an application security discipline – a set of preemptive practices that complements the defensive measures of network security.”

“The West at Home development team clearly understands the central role that application security plays in delivering a world class customer contact solution,” said Gabriel Torok, CEO of PreEmptive Solutions. “What is most impressive about the West at Home team is their holistic approach to application, information and operational security.”

About PreEmptive Solutions

PreEmptive Solutions produces the Dotfuscator and DashO application protection, monitoring and management product families and the Runtime Intelligence Service. With more than 4,000 corporate clients, 40,000 registered installations in 100+ countries and inclusion with Microsoft’s 6,000,000+ Visual Studio seats, PreEmptive Solutions is the clear choice for every organization serious about protecting, measuring and managing their application investments. For more information, visit www.preemptive.com or call +1 440.443.7200.

About West at Home

West at Home is one of the nation’s leading 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, state-of-the-art infrastructure. West at Home employs the industry’s most comprehensive agent training, management and monitoring processes and features multi-layered security protection. This helps companies protect their customer data, achieve a higher level of quality service, improve staffing flexibility and realize a greater return on their investment. West at Home is a subsidiary of West Corporation. For more information, please visit www.westathome.com.

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