



IGÉL know
& next






The Secure Contact Center for Now & Next

Emanuel Pirker, Field CTO

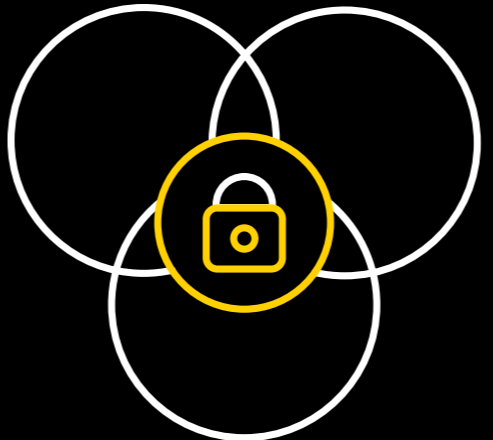
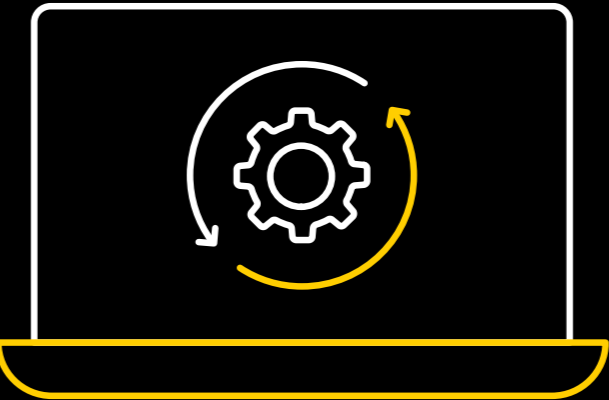
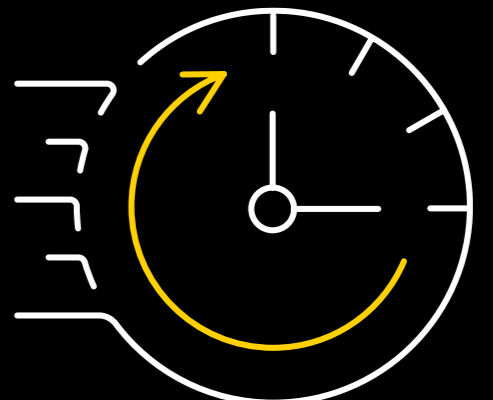




Contact Center Challenges

 Security	 Cost	 Technical
Sensitive Data Compliance Distributed Users	Device Replacement Imaging Remote Support	Onboarding Latency Unknown Networks Peripherals

The Solution

		
Secure by Design No local data Centralized Management	Extend hardware Reduce Operations Costs Small updates	5-minute Onboarding Optimized Performance Broad Peripheral Support

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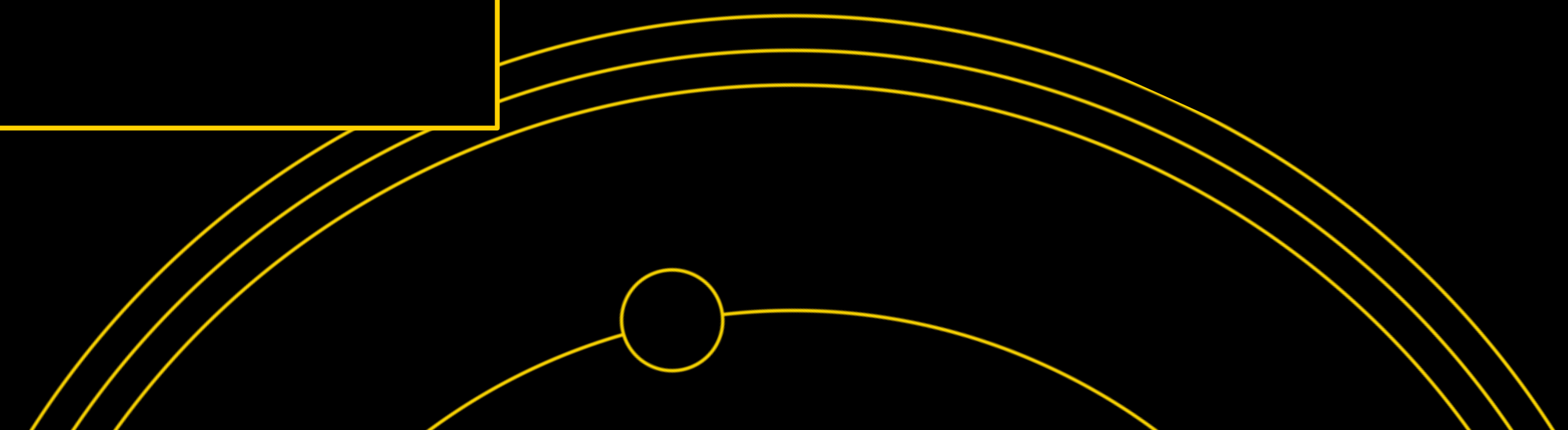
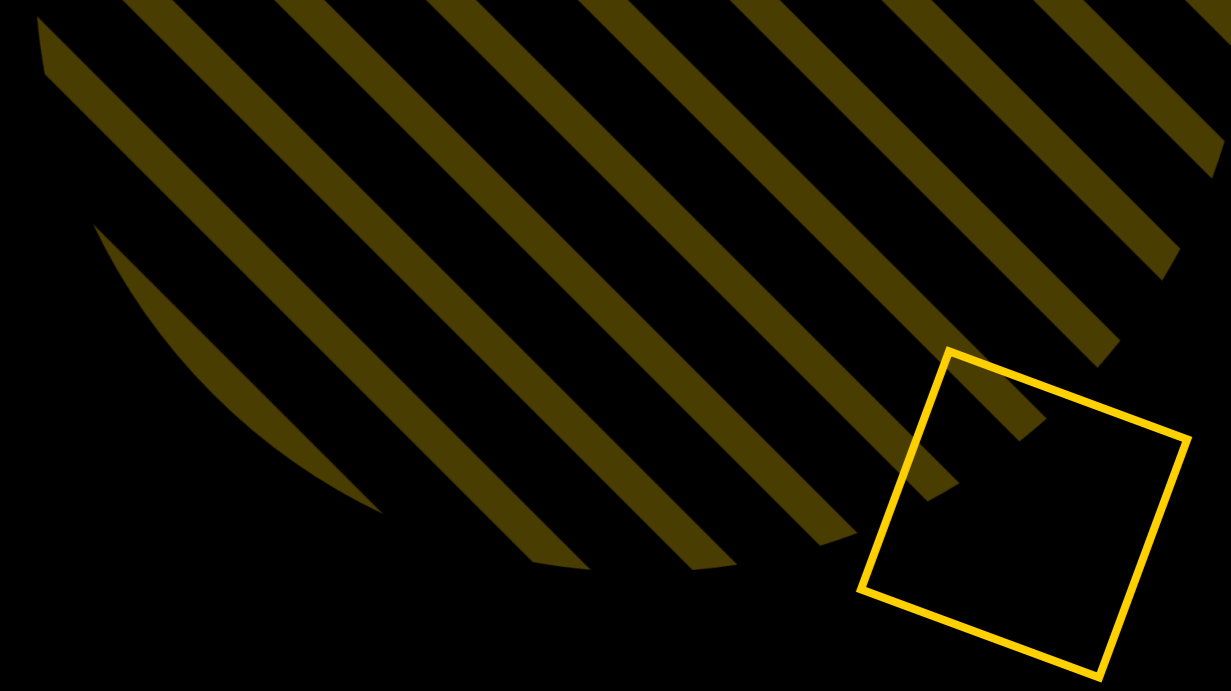
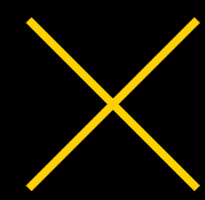
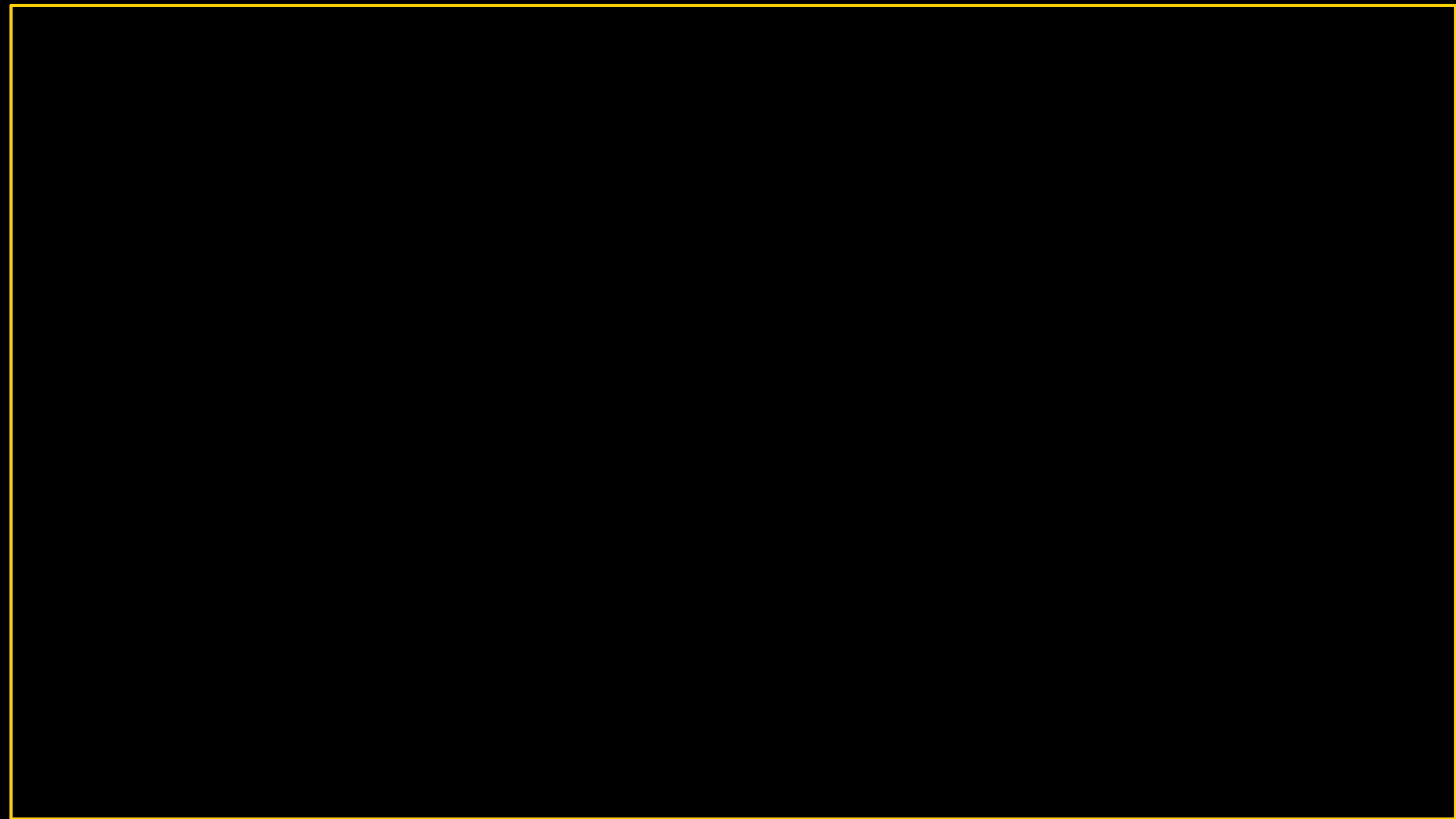
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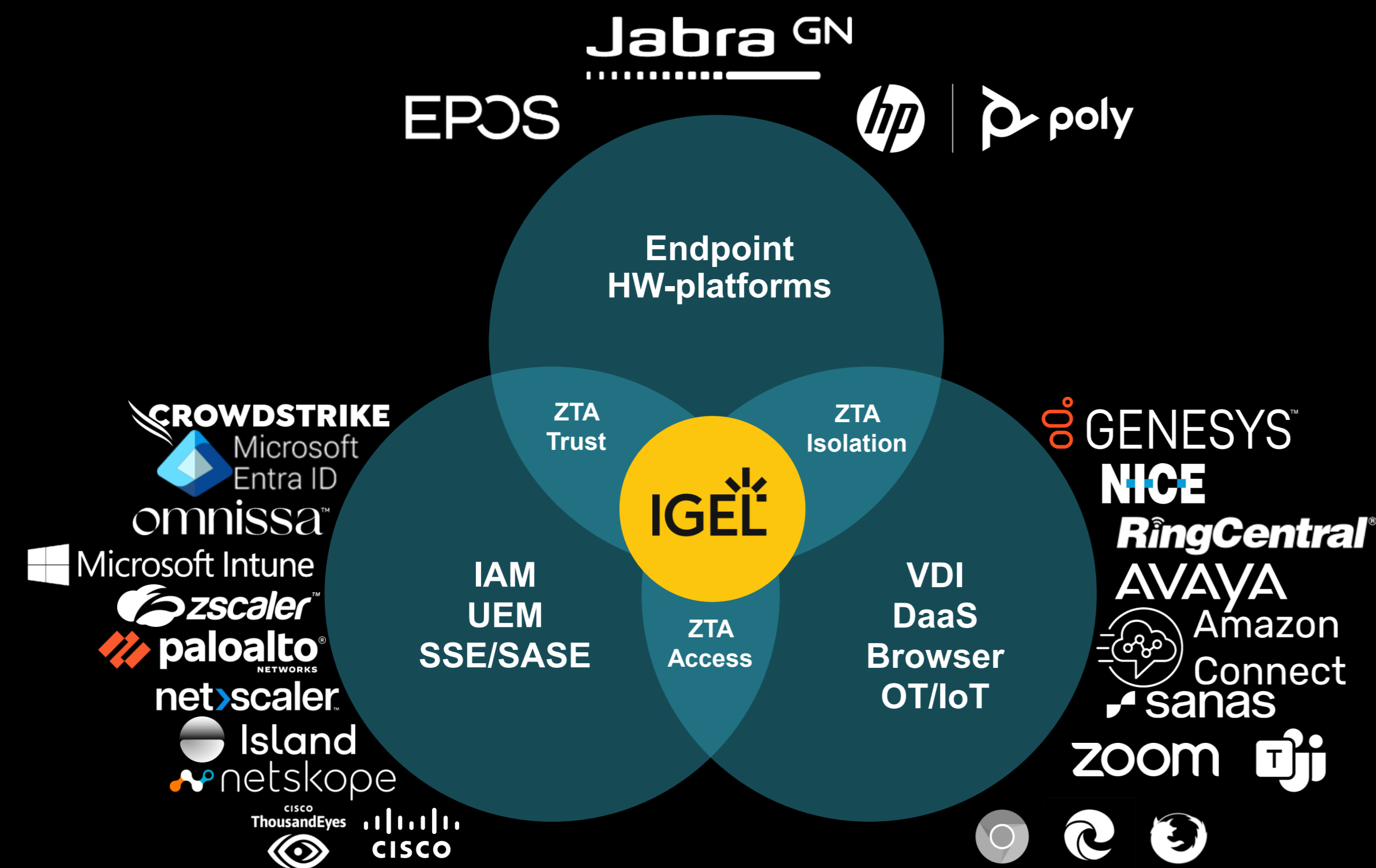
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The Preventative Security Model™ for Contact Center Now & Next





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Benefits

CIO



< LAM, Security & TCO

Control and compliance

Agent



Productivity

Reliability and great audio

Customer



Speed

A consistent, confident
experience every time

Where technology
meets humanity

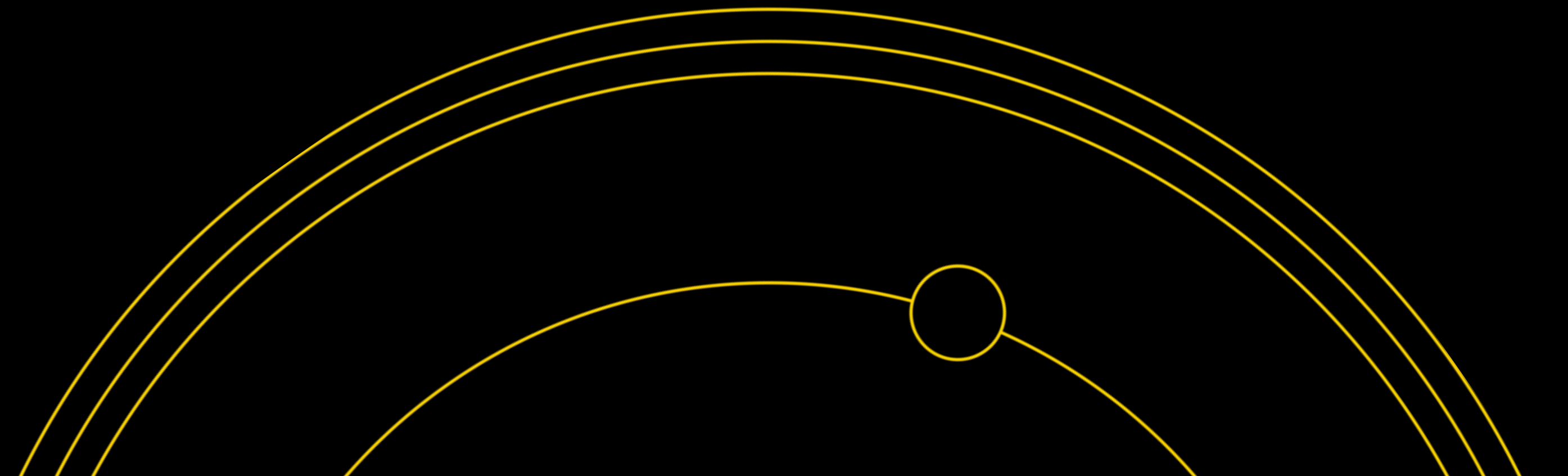
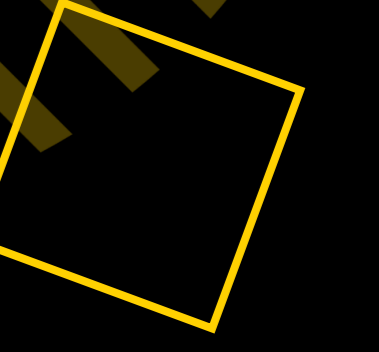
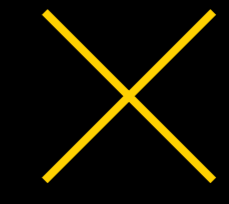




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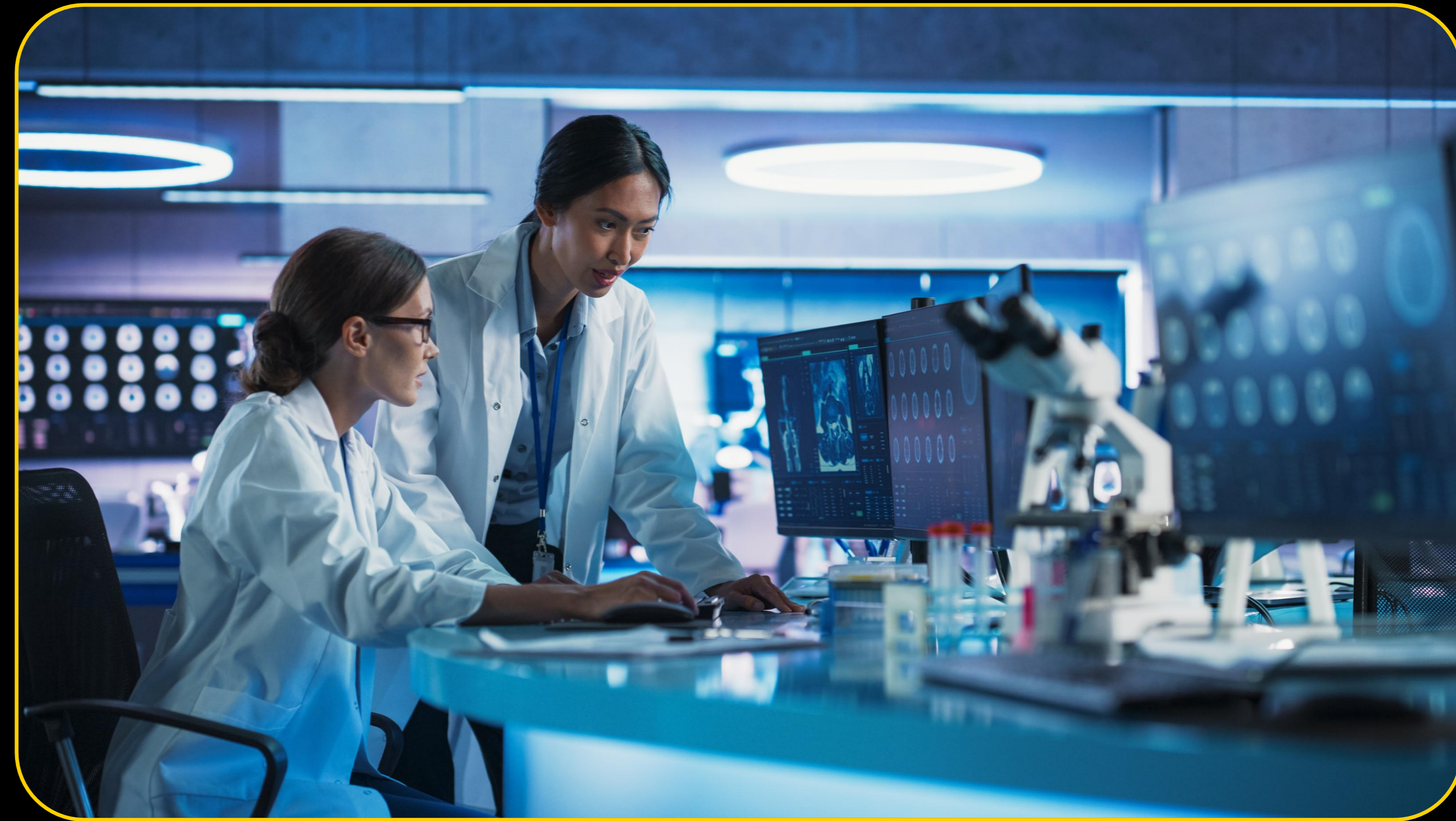
IGEL AI Armor™

Emanuel Pirker, Field CTO





Use Case Example:



The AI Challenge

Different attack surface

- Data Loss to Cloud
- Wild West: Unregulated, unchecked models
- Unauthorized usage of NPU or GPU
- Compliance and privacy threats

The IGEL Solution

Comprehensive Protection for all workloads

Threat Mitigation

- Restrict to authorized models
- Prevent unauthorized NPU usage
- Ensure compliance with pre-configured templates
- Vetting of apps from IGEL App Portal

Integrated approach

- No separate agents
- Managed via existing UMS
- Delivers trusted execution



IGEL AI Armor: Next

AI Policy Engine with UMS

- Centralize control
- Policy enforcement
- Pre-built compliance templates

IGEL OS Runtime Wrappers

- Lightweight security layer
- AI apps and ML workloads
- Block unauthorized access
- NPU optimization

IGEL Insights Telemetry

- AI-aware anomaly detection
- Capture AI events to IGEL Insights
- Leverage AI/ML for suspicious activity



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ANNOUNCEMENT



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IGEL AI Armor: Local LLM on IGEL OS

Sample Use Cases

- Text transformation
- Translation
- Summarization
- Code Creation
- Wisdom/Lookup

Privacy by Design

- Local Compute Power
- Local Knowledge
- No Cloud or Internet connection

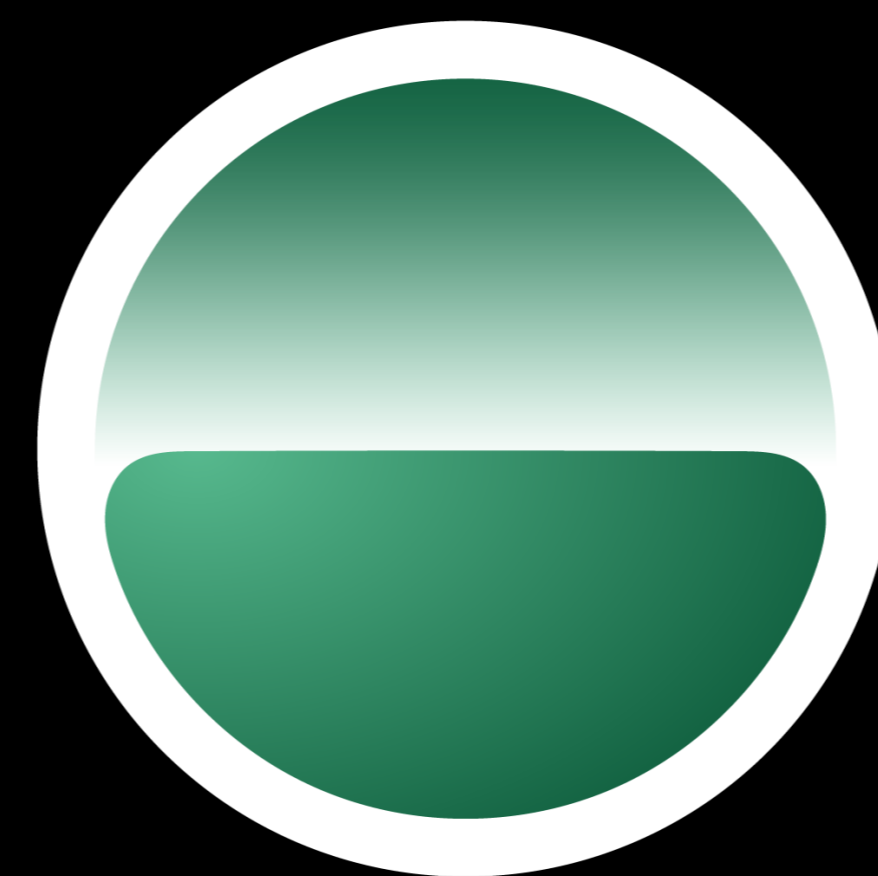
Security by Design

- App downloaded from App Portal
- AI apps and ML workloads
- Block unauthorized access
- No unauthorized updates or changes

IGEL **now**
& **next**

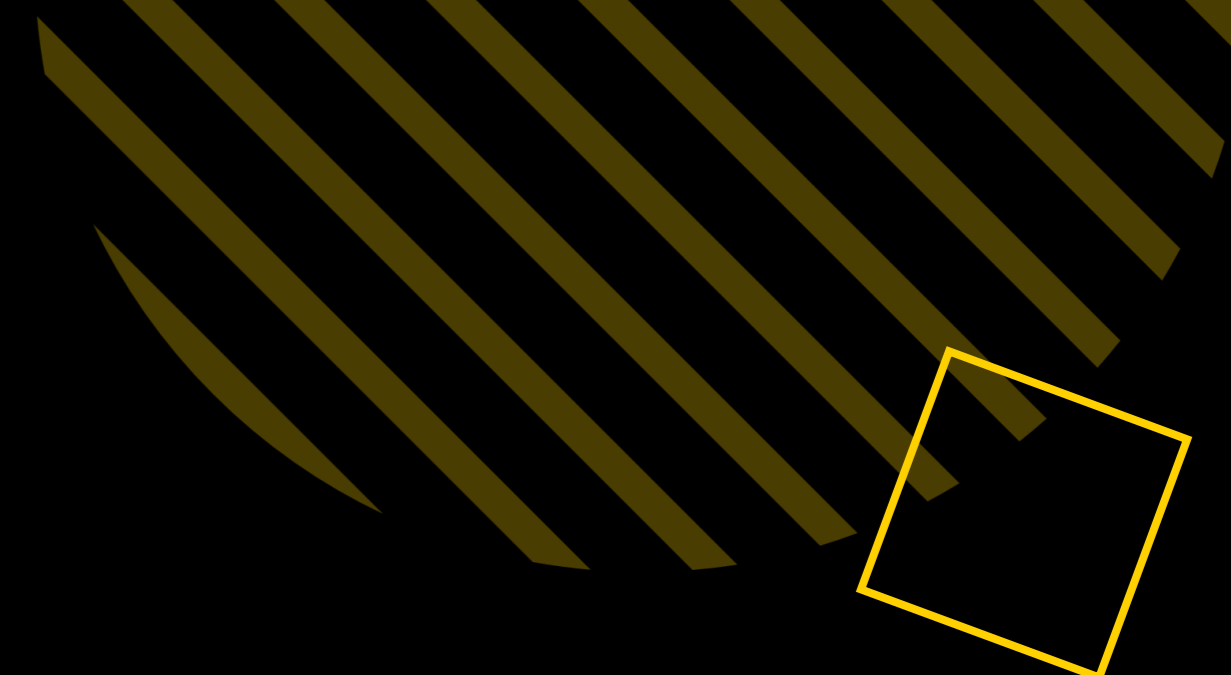
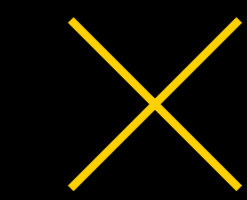
Jason Trunk

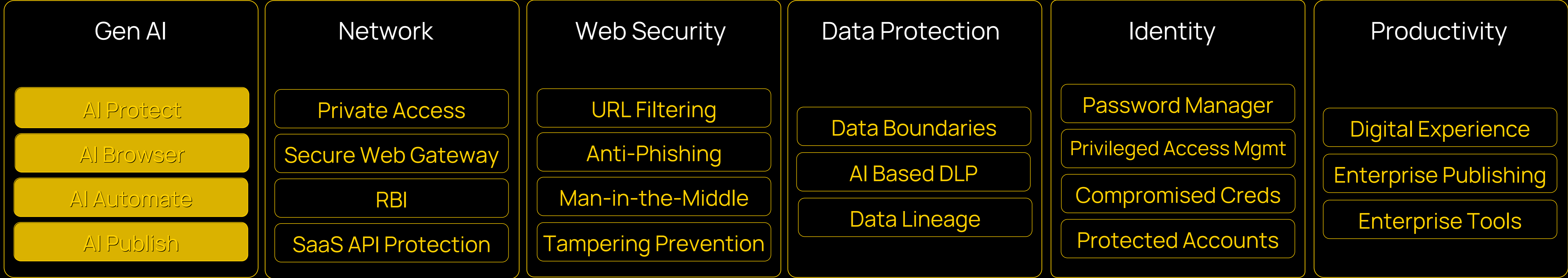
VP & Field CTO



Island

THE ULTIMATE ENDPOINT SECURITY & EUC EVENT





Enterprise Policy Engine

 Island Enterprise Browser 

 Island Browser Extension 



Island's Strategic Approach to AI Enablement

AI Protect

Understand how AI is being used across the enterprise and control the data that flows there

Enterprise AI Browser

Streamline AI to your end users' day to day work including your models and chat interface of choice, plugins and more

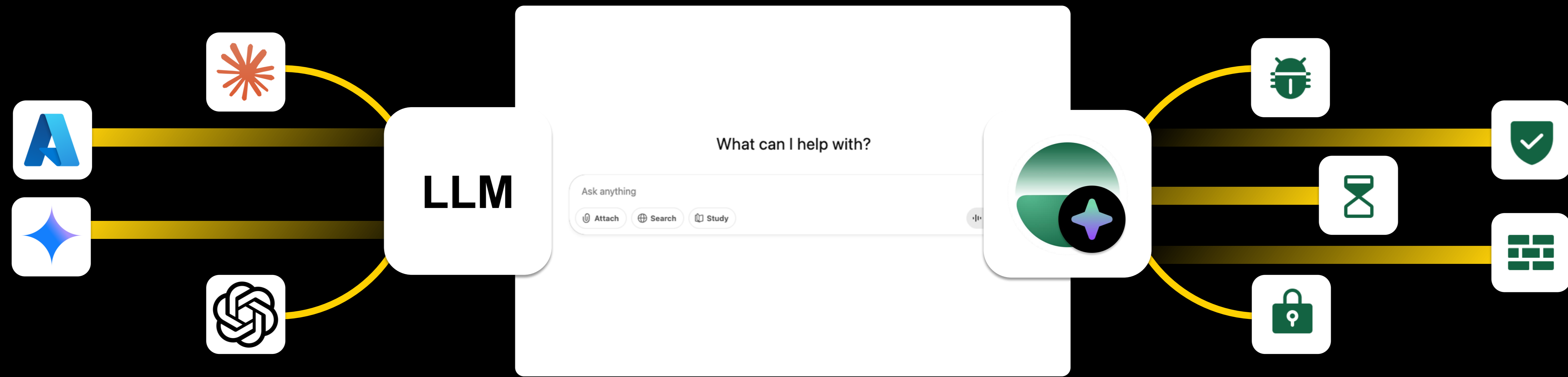
AI Automate

Automate manual repetitive processes to save many hours and improve productivity

AI Publish

Leverage "Vibe Coding" resources to create applications and content using Island as the delivery vehicle





Consumer LLM chat interfaces

- Chat interface
- Image generation
- Tools / plugins
- Agentic workflows
- File upload
- Widgets



Enterprise Requirements

- Data protection (DLP)
- Security
- Last mile controls
- Conditional access
- Privacy
- Network
- Insights
- Digital experience
- Audits & visibility
- Metering

AI Visibility

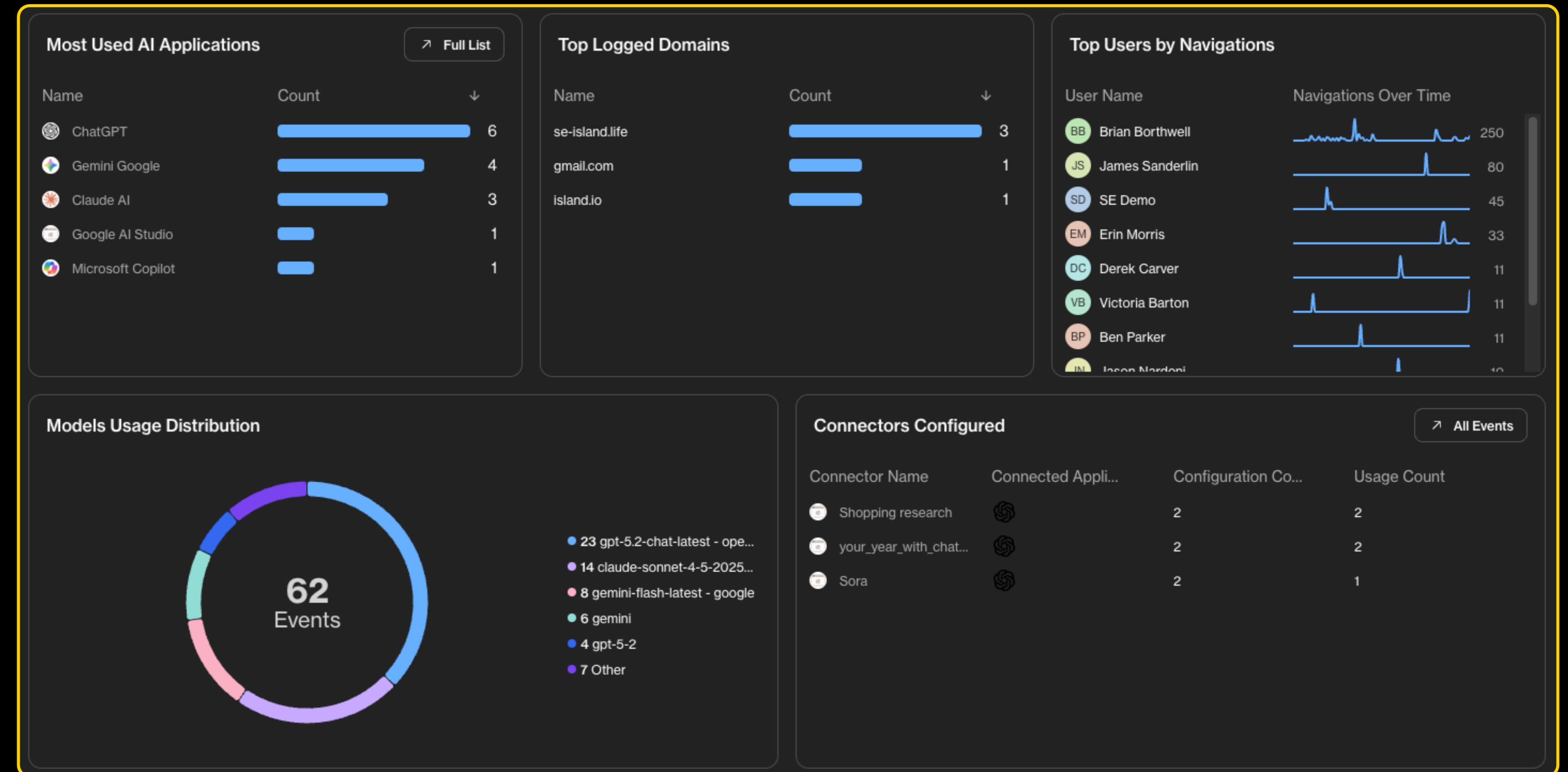
Applications

Users

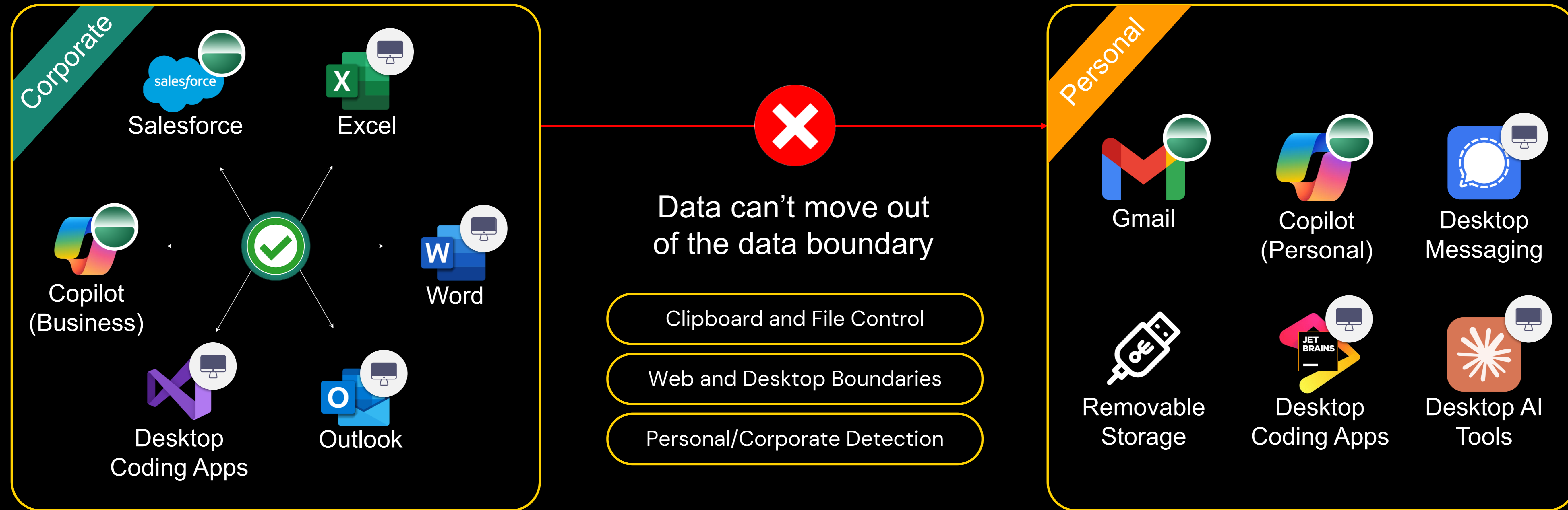
Domains

Models

MCP connections



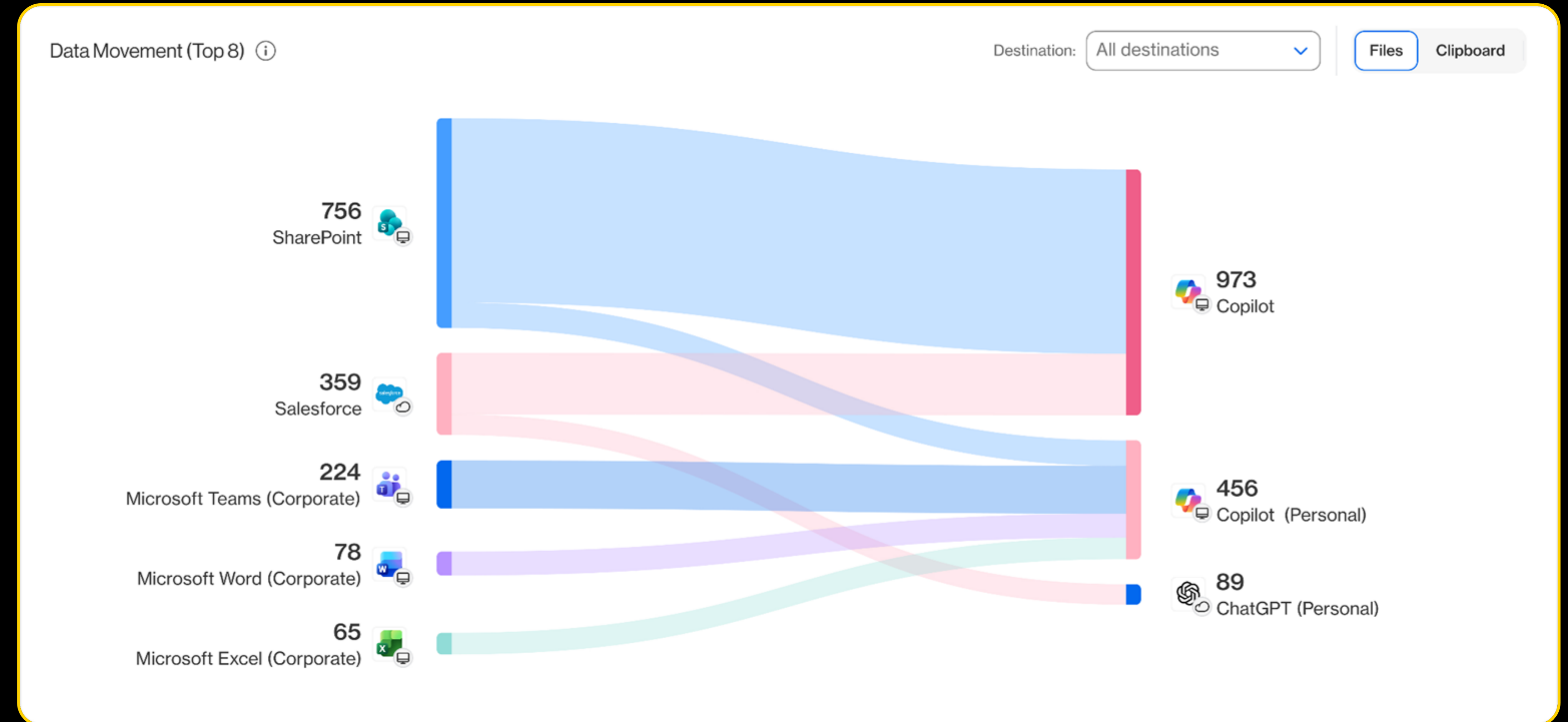
AI Data Boundaries



AI Data Lineage

See the history of:

- Files
- Clipboard actions
- MCP connections



Island: Identity & Security

Identity

IdP Integration

- Authentication to existing identity providers drives dynamic policy and AI application entitlements

Zero Trust Principles

- Identity, location, and device posture-driven least privilege access to AI tools

Security & Data Protection

Smart Access Controls

- Define who can use AI, in what context, and enforce acceptable use policies for genAI interactions

Application Data Boundary

- Policy-driven guardrails on data movement with comprehensive last mile controls

Input Protection & Data Masking

- Prevent sensitive data (PII, PHI, IP) from being entered or uploaded into unsanctioned LLMs; redact at the presentation layer

Island: Governance & Visibility

Governance

Tenant Scoping

Restrict access to approved AI tools or enterprise tenants; distinguish personal from corporate AI usage

Data Lineage

Track the movement of data (files and clipboard actions) into and out of AI tools

Compliance Alignment

Map controls and evidence to NIST AI RMF, ISO/IEC 23894, SOC 2, HIPAA/PCI requirements

Visibility

Shadow AI Monitoring

Monitor all AI usage to steer users from unsanctioned to approved tools

AI Observability

Audit all AI prompt and response content; detect access to genAI sites, extensions, and embedded assistants

User Adoption & SIEM Integration

Identify genAI use by identity, role, and location; export telemetry to SIEM and BI tools for analysis



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Sharath Keshava Narayana, CEO

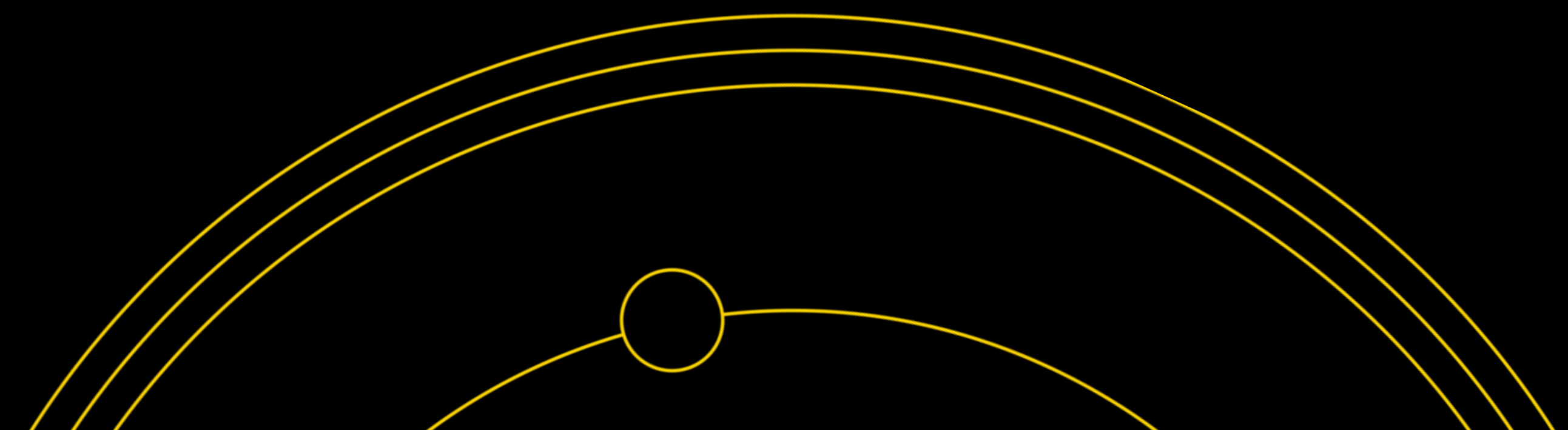
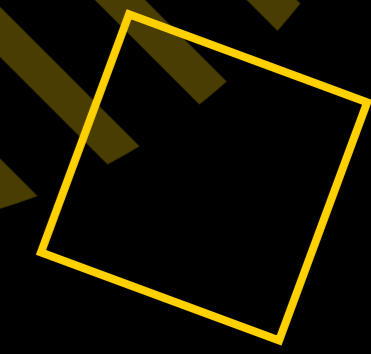
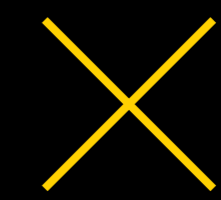
To Learn More:

The Future of Speech Clarity: How Human-Centered AI Is Transforming CX




Sanas Event Thursday



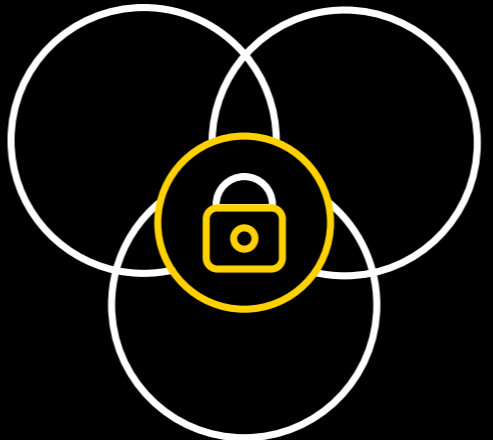
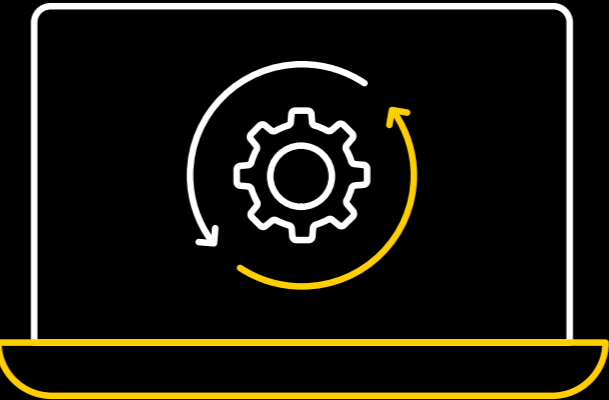
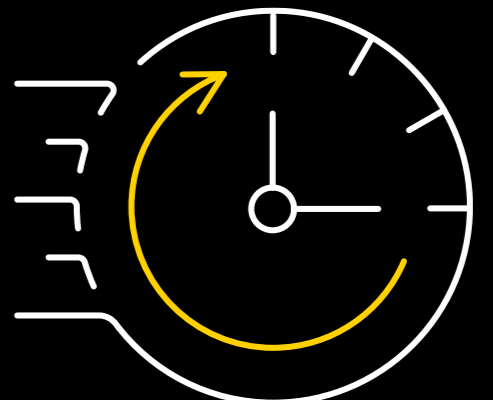
Customer Spotlight

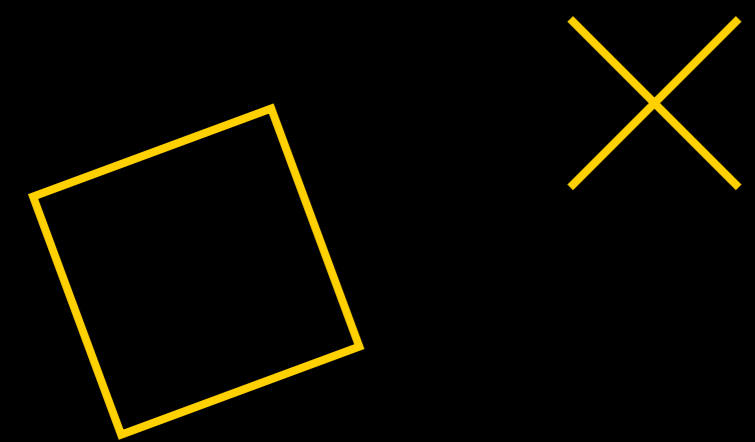


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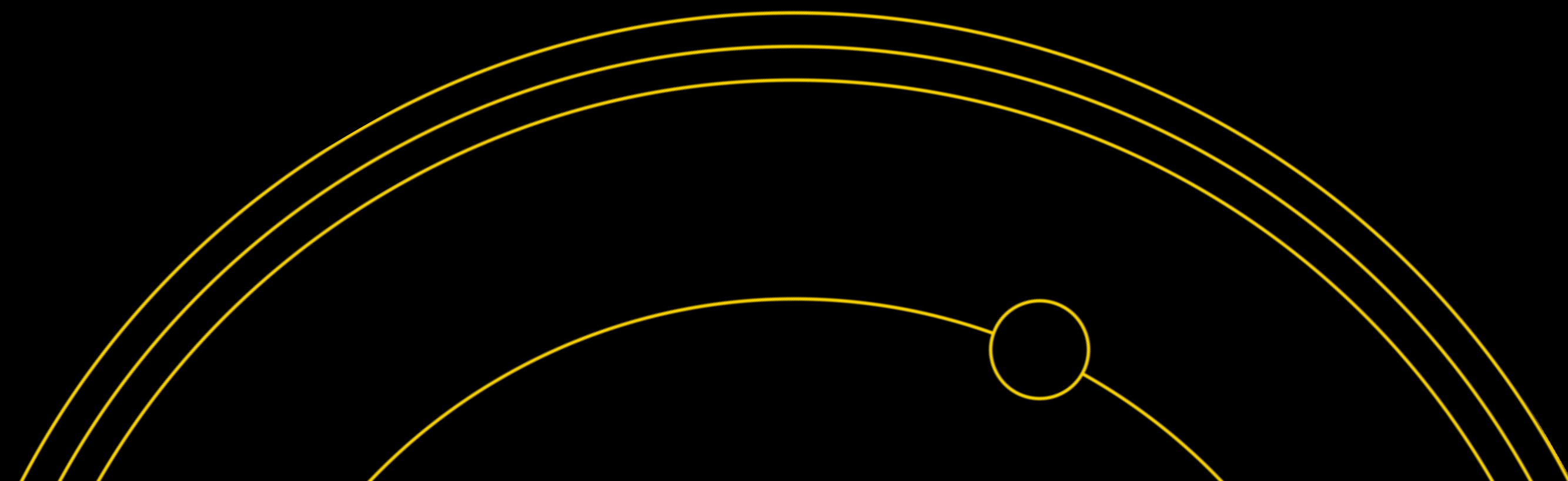
		
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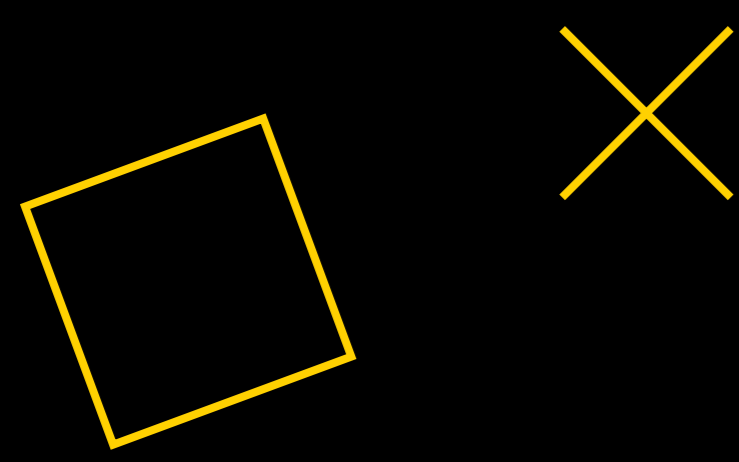


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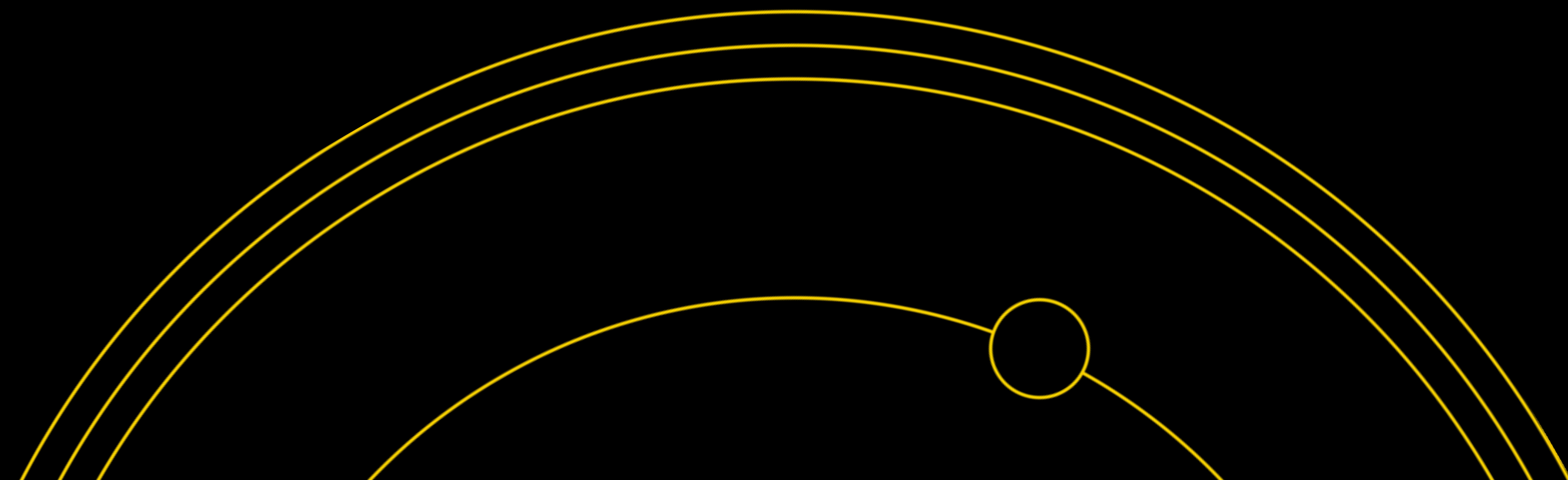
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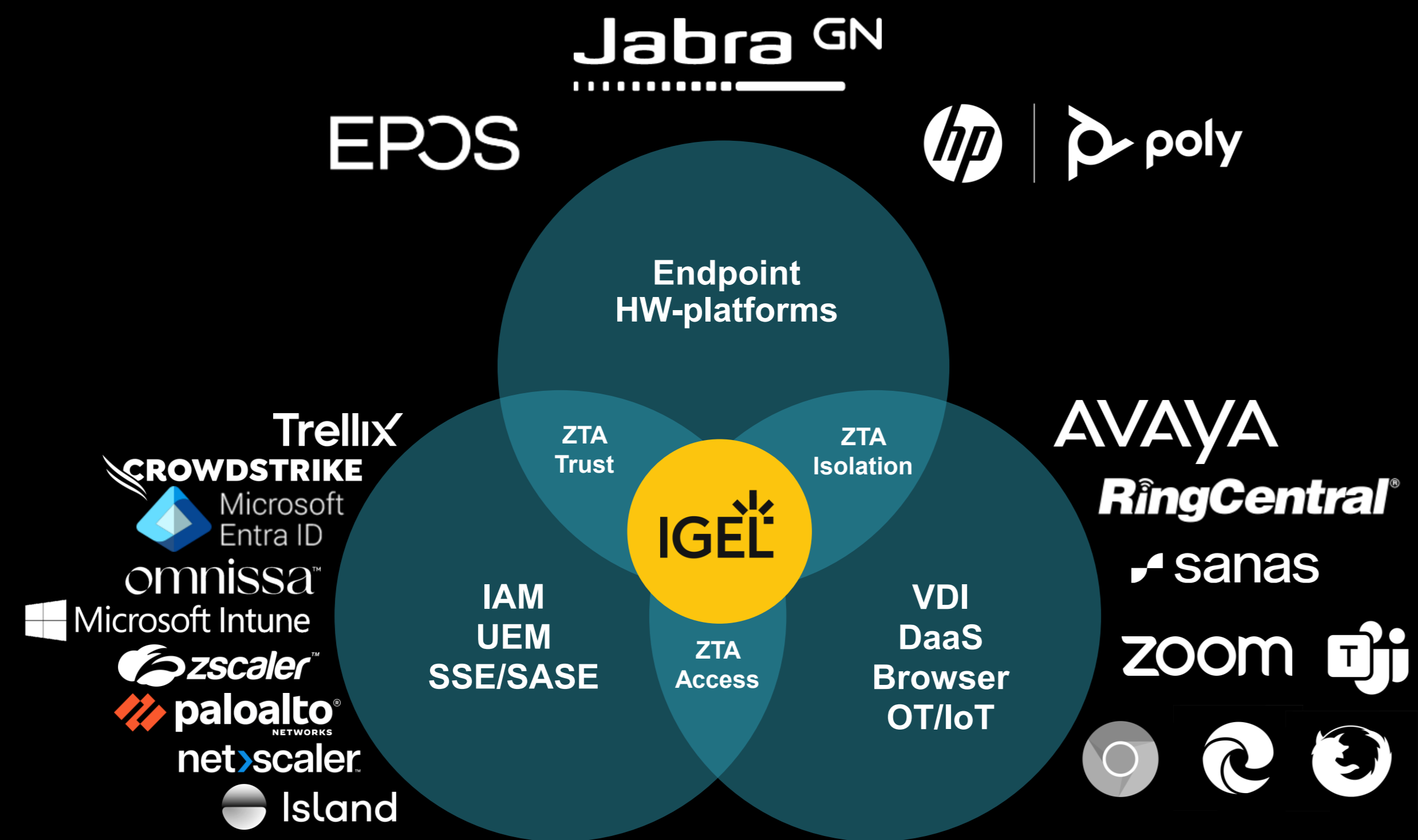
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The Preventative Security Model™ for Contact Center Now & Next



Benefits

CIO



Simplicity

For organizations:

Control and compliance

For human connection:

Agent



Security

Reliability and great audio

Customer



Speed

A consistent, confident experience every time

Where technology
meets humanity





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