



# CUSTOMER INTER@CTION Solutions®

September 2006 • Vol. 25/No. 4  
www.cismag.com



#1 In CRM, Call Centers And Teleservices Since 1982™



## TMC Labs Innovation Awards 2006: Part I

The TMC Labs Innovation Awards are now in their seventh year, and still TMC Labs is amazed at the continual innovation being brought to market in the contact center space to improve training, increase morale, reduce turnover, increase efficiency and reduce infrastructure software and hardware costs. The TMC Labs Innovation Award's sole purpose is to distinguish products and services that have unique features and that often help to carve out a new market niche or start a trend. This award is also about recognizing products and services with creative and ground-breaking fea-

tures their competitors' solutions often lack.

TMC Labs researched each of the applications and eventually arrived at our winners' list. These winners will be published in two parts in order to accommodate our in-depth write-ups for the winning solutions. Part two of the winners' list will be highlighted in the October 2006 issue of *Customer Inter@ction Solutions*. Congratulations to all the winners.

*Tom Keating  
Chief Technology Officer, TMC;  
Executive Technology Editor, TMC Labs*

### GFI Software GFI EndPointSecurity www.gfi.com

As removable storage devices become more prevalent, especially portable removable storage devices such as USB memory sticks, the need for securing these devices in the enterprise becomes paramount. GFI is a software provider that offers IT departments popular software utilities including anti-spam software, anti-virus, server monitor and fax software. The company has now added the ability to secure portable removable devices. GFI EndPointSecurity lets companies secure entry and exit of data via portable storage devices, allowing organizations to prevent users from taking confidential data or introducing viruses and trojans to the network.

GFI EndPointSecurity allows companies to actively manage user access to

media players (including iPod and Creative Zen), USB sticks, CompactFlash, memory cards, PDAs, Blackberries, mobile phones, CDs/DVDs, floppies and more. This device control solution allows administrators to actively manage user



GFI EndPointSecurity configuration

access by defining which users can use removable media centrally from Active Directory simply by making these users members of pre-defined groups.

GFI EndPointSecurity was the first product to feature a group-based approach for assigning policies to computers. This unique approach offers the customer more ease-of-use for defining device access permissions, and also provides single-click network-wide deployment of the GFI EndPointSecurity agent.

GFI EndPointSecurity's group-based approach allows the user to first set up groups, each defining the policy for a set of computers. When a policy is defined, one or more computers can be added to the policy, which marks the computers with a pending update state. At any time, pending updates can be deployed via a single click, which will trigger deployment on all computers. Finally, administrators have the ability to monitor the use of a removable device and even block access if the activity is suspected of compromising the integrity of corporate data or the security of the network. **CIS**



GFI Software  
15300 Weston Parkway Suite 104  
Cary, NC 27513  
USA