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**For Immediate Release**

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## **AnswerNet Strengthens Services with Renewed SOC 2 Certification**

**Willow Grove, PA, September 2021:** AnswerNet, a full-service provider of inbound, outbound, automated, and global BPO contact center services, is pleased to announce that it has received SOC 2 certification for the third time.

SOC 2 is a voluntary compliance standard for service organizations developed by the American Institute of CPAs (AICPA), which specifies how organizations should manage customer data. The standard is based on the following Trust Services Criteria: security, availability, processing integrity, confidentiality, and privacy.

SOC 2 certification communicates to the call center industry, as well as AnswerNet's clients and prospects, that the company's security of its client's data is of paramount importance. With only a small percentage of call centers across the United States certified as SOC 2, AnswerNet's certification is another differentiator that sets the company apart from its competitors.

Some of the data security measures AnswerNet has in place include our cloud-based data storage initiative with services such as our billing and IVR software. Additionally, AnswerNet uses Amazon Web Services (AWS) for securing sensitive information for its customers.

### **About AnswerNet**

Headquartered in Willow Grove, PA, AnswerNet is a full-service provider of inbound, outbound, automated, and BPO call center services. Founded in 1998, the company has over 30 sites with 2,000 full-time employees across the U.S. and Canada. Specialty divisions include Agriculture, Nonprofit, Education, Appointment Setting, Energy, and Third-Party Verification.

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