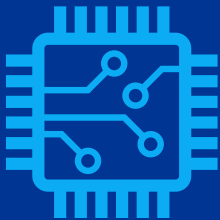


Secure contact centre communications for uninterrupted semiconductor operations



Protect intellectual property, keep sensitive operational information inside the business, and connect production teams with the experts they need - 24x7.

Why secure communications matter

Semiconductor fabs depend on rapid collaboration between production teams, engineers, chip designers and technical specialists. When equipment, IT or OT issues arise, delays can affect production, quality and customer commitments.

Critical conversations must protect:

- **Intellectual property**
Product designs, process knowledge and specialist expertise.
- **Manufacturing information**
Unplanned downtime, equipment failures and production issues.
- **Customer commitments**
Service levels, quality targets and delivery expectations.
- **Cybersecurity information**
Sensitive operational and incident-response details.

Six requirements for secure communications

1. **On-premises operation**
Run inside secure corporate networks.
2. **Data sovereignty**
Control where sensitive information is stored.
3. **Privacy protection**
Safeguard IP and operational information.
4. **Security integration**
Align with corporate policies and infrastructure.
5. **Global scalability**
Support centralised or distributed teams.
6. **Operational resilience**
Maintain reliable support for 24x7 fabs.

How Enghouse Interactive helps

KEEP DATA Inside your network	CONNECT TEAMS Experts and production	SUPPORT GROWTH Sites, regions and fabs	MAINTAIN UPTIME Proven, resilient technology
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Enghouse provides secure, on-premises contact center solutions for complex manufacturing environments where privacy, uptime and long-term platform stability are critical.

Built for complex semiconductor environments

Foundries	IDMs	Memory	Packaging & testing	Equipment suppliers	Materials
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FREE SECURITY CHECKLIST
How secure are your contact center communications?
Review your data protection, business continuity and communications environment against six essential requirements.

Download Checklist



Secure | On premises | Resilient | Scalable

Book a Demo