PCI-PAL And SecureTrading Pal Up To Enhance Call Centre Payment Security

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PCI-PAL, a market leading contact centre solution has entered into a partnership with SecureTrading, the UK's leading independent payment processor specialist, to allow call centre agents to take card payments safely and securely.

The solution de-scopes the call centre PCI risk by permitting callers to enter sensitive credit card data using their telephone keypad whilst remaining in conversation with the call centre agent at all times. The encrypted card holder data is sent securely to SecureTrading's PCI-DSS Level 1 infrastructure.

PCI compliance for contact centres is an on-going process. It is time-consuming and costly and if not obtained, it can lead to data security breaches which may result in significant reputation and financial loss for organisations. PCI-PAL allows businesses to overcome this challenging area of compliance by restricting sensitive card data from entering organisations' premises and networks, which bears significant cost savings for the call centres.

Both PCI-PAL, which is a division of IPPlus PLC Group, and SecureTrading have large client bases which affords a mutually beneficial business relationship. PCI-PAL hopes to add real value by utilising their bulk buying power to allow customers to access

SecureTrading's extremely competitive rates, as well as high levels of customer service.

William Catchpole, CEO at PCI-PAL comments: "We are very excited about the prospect of working with SecureTrading for PCI-PAL. The need for contact centres to achieve PCI compliance is a challenge faced by operations and technical teams across the sectors. Together we can supply a simple customer and agent friendly data gathering service with secure, competitive payment processing."

Tim Allitt, Head of Sales & Marketing at SecureTrading, comments: "It is always satisfying to work with a business that shares our passion for customer service and technical innovation. We look forward to working with PCI-PAL over the coming months as they seek to enhance their clients' customer experience through reduced PCI costs and increased customer service."

About PCI-PAL
PCI-PAL allows businesses to de-scope the PCI risk by preventing credit card numbers from entering the call centre space. While in conversation with an agent, callers are able to enter their credit card details using their telephone keypad. PCI-PAL can be integrated with any contact centre software and payment service provider.

PCI-PAL is a brand of IP3 Telecom, a cutting edge provider of hosted "Cloud" technology. IP3 Telecom was established in 2006 and now enjoys a client portfolio ranging from large blue chips to national retailers. IP3 Telecom specialises in intelligent call handling solutions for business.

Part of the IPPlus PLC Group, IP3 Telecom developed PCI-PAL as a solution to a group problem - PCI compliance. The group includes a 100 seat, 24/7 call centre business, Ansaback; an international contact centre software business, CallScripter; and a secure document and archiving business, Ancora.

IPPlus PLC is AIM listed on the London Stock Exchange, employing over 200 staff from head offices in Ipswich, Suffolk. IPPlus PLC is proud to be Investors in People.

For more information, visit www.pci-pal.com

About SecureTrading
SecureTrading is the UK's leading independent payment processor,

providing online payment processing for all types of businesses via the most reliable and secure internet payment gateway and merchant services. Founded in 1997, the company's fast, reliable and professional online card payment services enable its customers to accept credit cards, debit cards and other payment methods such as PayPal and Ukash online.

SecureTrading also offers the most comprehensive suite of counter-fraud services available. From its core services of 3-D Secure, CVV2 and AVS to SecureTrading Fraud Score enabling IP checking and SecureTrading Identity Check which enables full KYC checks, the company reduces significantly the threat of online fraud to businesses.

For businesses looking to expand internationally, SecureTrading supports Dynamic Currency Conversion as well as European payment systems including ELV, iDeal, Sofortüberweisung and Giropay.

For more information visit www.securetrading.com

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