IPI

IPI SECURITY & COMPLIANCE

SECURE YOUR CONTACT CENTRE, PROTECT YOUR CUSTOMERS

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As the epicentre of your customer service operations, the Contact Centre must strike a careful balance between offering the service customers demand, whilst maintaining the security of their data and complying with changing regulations. For many, a lack of time and personnel make this an all but impossible task.

IPI offers a full suite of solutions to relieve security concerns and abide by changing compliance requirements. From securing payments through our dedicated PCI compliance solutions, to securing a hybrid workforce – we extend the protection of the corporate network to agents wherever and whenever they are working. IPI has the expertise and the solutions to secure and protect your Contact Centre, as well as ensure that critical application traffic is prioritised and delivered in real time, empowering organisations to use the right connections, at the right time, to improve the customer experience.

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TAKING PAYMENTS, THE SECURE WAY

Managing the payment process so that it is as seamless as possible for the customer, and the agent, is a central part of Contact Centre operations. Yet aside from ensuring that the customer journey remains smooth, it is essential that the way in which you handle your customers' payment information remains both secure and compliant.

IPI Cloud PCI has been designed to do just that – ensuring that every payment taken by your agents is done so through a PCI-compliant Contact Centre. This solution can also be extended to cater for a hybrid workforce – extending the protection of the corporate network to your agents wherever and whenever they are working.
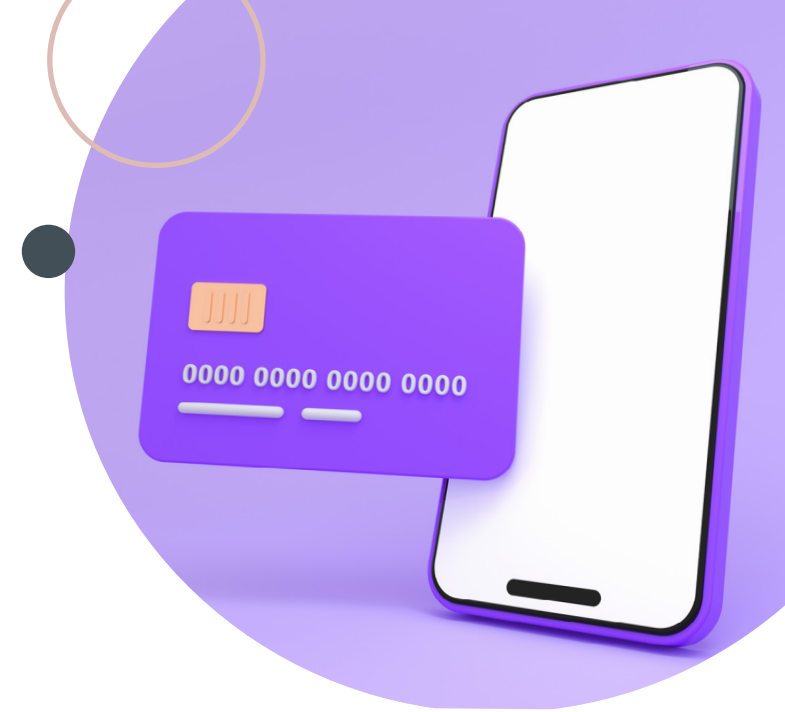
INTRODUCING IPI'S COMPREHENSIVE PCI SOLUTION

IPI's dedicated PCI solution is hosted in the IPI Cloud – a SaaS-based portfolio of IPI's own self-service applications teamed with AI capability from the world's leading vendors. IPI Cloud PCI works with your existing Contact Centre technology, creating a seamless solution that securely accepts card payments via your agent, IVR or across multiple channels, all via our secure system.

Providing complete flexibility of choice for organisations, IPI Cloud PCI operates as a two-tiered solution – depending on your requirements.

On the first tier is Pauseable, an IPI-developed pause & resume solution which integrates with agents' desktop applications and automatically pauses and restarts call and screen recordings based on predefined cues. The solution monitors and responds in real time to agent actions, eliminating human error without slowing down agent workflows. When the card payment is completed, the recording automatically resumes, ensuring a smooth process for the customer and agent, whilst reducing risk by removing the data from the call recording estate.

For a more extensive PCI solution, and as a secondary tier, IPI also offers customers a cloud-based DTMF (Dual Tone Multi Frequency) Suppression solution that masks the series of audio signals generated when a caller inputs numbers onto their phone keypad when making a payment, reducing the risk of hacking or payment information being stolen. The solution also caters for omnichannel payments as well supporting speech recognition, web chat and SMS-based interactions.
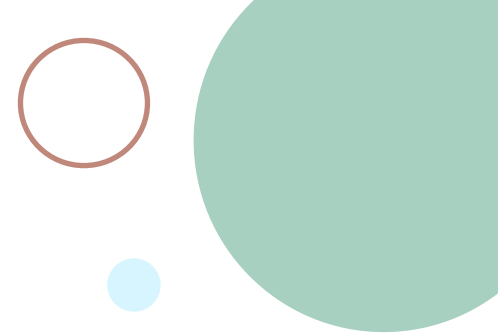
A SECURE AND FLEXIBLE SOLUTION DESIGNED FOR HYBRID WORKING

Using IPI Cloud PCI, payments are protected irrespective of whether the agent is working in the Contact Centre or at home. When using DTMF Suppression, secure payments can be made across multiple channels, from web chat to email. The card data environment is removed as the details are blocked from the agent's view and never enter the home network – irrespective of where the agent is working.

Through adopting this solution, Contact Centres benefit from reduced risk of data theft by agents taking payments from their home office, while the PCI compliance controls needed are reduced by as much as 90%.

In addition, IPI Cloud PCI is charged on a per-user, per-month model, allowing you to increase or decrease licences based on demand. This flexibility of billing presents a more equitable model to the market, particularly if handling payments only represents a small proportion of your agents' work.

EXPANDING THE SECURITY OF THE CORPORATE NETWORK FOR A FLEXIBLE WORKFORCE

In addition to IPI Cloud PCI, IPI can offer additional security measures, from a Simple WAN to a managed Firewall, Software Define Wide Area Network (SD-WAN) and Local Area Network (LAN). We bolster the security of remote working through our Security Fabric solution, ensuring that your network and your endpoints can communicate to share threat intelligence and automatically take action to detect and patch vulnerabilities – allowing your workforce to remain secure and protected, no matter where they are.

We can help you develop a network that is able to withstand the demands of a growing organisation that supports and never slows your business operations. We can also manage multiple connection types and categories, and can prioritise critical application traffic across the right connection in real time, ensuring services remain running no matter the demand on the network.

SECURITY AT THE HEART OF YOUR OPERATIONS

Maintaining the security of your customers, whilst ensuring your organisation remains compliant, are vital aspects of Contact Centre operations. That is why IPI has a well-established framework of solutions for ensuring that your organisation satisfies regulations. From taking payments, to maintaining the security of data across your network, our team of highly-specialised engineers can ease you through, enhancing the customer experience in the process.

Give us a call if you're thinking of taking the next step in securing your network.

TAKE THE NEXT STEP

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