



CASE STUDY

MADE⁺

WHO ARE MADE.COM?

Made.com was launched in 2010 – selling desirable home furnishings through its websites in the UK, Germany, Spain, Italy, Belgium and the Netherlands. Made.com is one of the fastest growing home retailers in the world.



MADE.COM'S COMPLIANCE CHALLENGE

Having experienced exponential growth since entering the market, Made were aware that with growing numbers of customers calling to make purchases and receive customer service, they were required to adhere to the Payment Card Industry Data Security Standard (PCI DSS).

As a result, Made's management team went to market to select a solution that would use secure technology to handle cardholder data for them, allowing them to effectively de-scope their contact centre from the requirements of PCI DSS.

HOW PCI PAL SOLVED MADE.COM'S PCI PROBLEM

Following a review of the secure technology market, PCI Pal Agent Assist was selected. This solution allows Made's agents to take payments from customers securely and without cardholder data ever entering Made's contact centre environment. As a relatively young, dynamic, fast-growing business, Made have adopted modern technologies to help run their business as efficiently as possible, so integrating our secure cloud services within their contact centre operation made perfect sense.

A key requirement of the project was the ability to integrate our services with Made's incumbent cloud telephony provider. With a proven track record of successful third party platform integrations, PCI Pal stood out as the most suitable technology partner; primarily, to secure their customer data to the highest level of security required by the leading card companies, but also to fully integrate with their existing telephony, CRM and payment providers.

THE RESULT

The project needed to be delivered to a tight schedule due to an impending retail freeze period. We were able to implement the Agent Assist solution using pre-existing integration methods with Made's cloud telephony provider, and our exceptional operational deployment procedures ensured the strict time constraints didn't pose a problem and the deadline was met. PCI Pal has allowed Made.com to move from a SAQ-D (PCI DSS v3.2) merchant level to SAQ-A. In layman's

terms, this effectively means that Made have been able to fully outsource their payment handling to PCI Pal, which is securely integrated with their chosen payment providers.

As PCI Pal is a cloud solution, no card data is handled within Made's environment, which means their risk is significantly reduced.



“The time it takes to process a transaction is crucial as it avoids the customer having to wait on the line and also affects the number of orders we can process at any given time. PCI Pal offer best-in-class solutions, which help to keep our contact centre operating as efficiently as possible.

They've always been keen to solve problems for us and I know I can pick up the phone if ever there's an issue and it'll get resolved as soon as possible. I would recommend PCI Pal to peers and other organisations who are looking to solve a similar problem.”

Jonathan Howell,
CTO, Made.com

OUR ACCREDITATIONS



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