

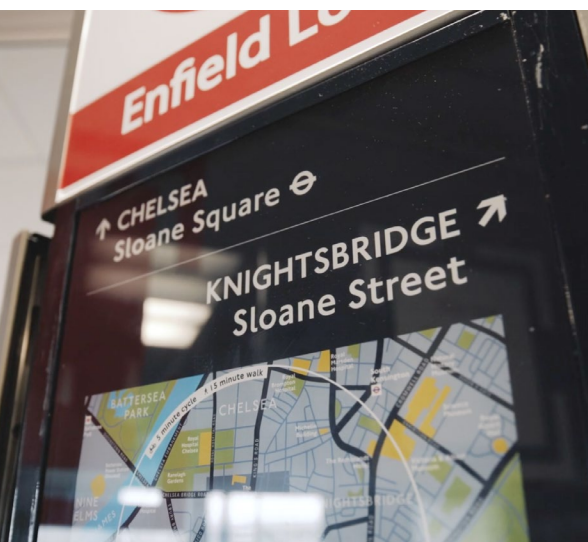


CASE STUDY

serco

WHO ARE SERCO?

Founded in 1929 and with businesses across continental Europe, the Middle East, Asia-Pacific and North America, Serco is a global leader in the outsourcing market, providing services to both the public and private sector. It is listed on the London Stock Exchange and is a constituent of the FTSE 250 Index.



SERCO'S COMPLIANCE CHALLENGE

As a certified PCI-compliant service provider, Serco has invested time and considerable effort into maintaining their level of compliance. They went to market to find secure contact centre technology that could help make this ongoing compliance requirement easier, more cost-effective and more robust.

Following an in-depth procurement process to assess the secure technology market, Serco selected PCI Pal.



HOW PCI PAL SOLVED SERCO'S PCI PROBLEM

PCI Pal provides the TfL cycle hire scheme unit with technology that allows customer communications and data to be securely and reliably handled for all contact centre interactions. PCI Pal is also delivered to Serco's disaster recovery site, enabling secure communications in the event of a serious system failure.

PCI Pal is integrated with Serco's cloud telephony environment, which enables seamless, secure communication with customers wishing to make payments and service their cycle hire accounts.

THE RESULT

PCI Pal has delivered a variety of secure solutions to Serco, all of which have been deployed from the PCI Pal secure cloud platform. This has resulted in a fast, easy deployment procedure, which allows Serco to maintain the flexible approach required of an outsourcing business. PCI Pal has enabled Serco to reduce its compliance overheads by making

the journey towards PCI compliance (and the maintenance of that standard) more cost-effective and operationally efficient. We've also been able to deploy our technology without any impact on Serco's other systems, allowing them to maintain full freedom of choice over carriers and telephony providers.



“PCI Pal have got an amazing attitude towards their customers. At no time do I feel like I'm not important – when you need something doing, they get it done. PCI Pal have taken the time to understand what our business is about and they haven't tried to shoehorn a solution into our requirements. You actually get a solution that meets the requirements you set out at the start, rather than having to compromise.

From my experience, PCI Pal is the market leader in this industry and they provide me with all the confidence I need to get the job done. I will continue to recommend them – they have a great team and I love working with them.”

Chris de Souza,
Contact Centre Manager, Santander Cycles

OUR ACCREDITATIONS



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