

**PRESS RELEASE**  
16 July 2020



## **PCI Pal® and Civica host Payments Security and Compliance webinar for the public sector**

**Thursday 23 July at 2:00 PM BST**

[PCI Pal®](#), the global provider of secure payment solutions, in conjunction with global IT-based services partner Civica, is hosting a free webinar that is designed to provide guidance to public sector contact centre professionals, in relation to maintaining payment security and compliance whether working in-house or remotely.

The webinar, which takes place Thursday July 23<sup>rd</sup> from 2pm, will discuss how customer service experience, security and compliance can be maintained, regardless of where contact centre agents are physically based.

With many organisations starting to return to the office, the ability to remain flexible in case of localised lockdowns in the future is paramount. Contact centre professionals need to be prepared to switch quickly from in-house to remote working environments so in-bound calls and digital enquiries, including payment transactions, can be dealt with in a seamless and compliant way.

Civica's Account Manager Phil Painting will discuss the challenges currently facing public sector organisations and will consider what can be done to prepare and manage these during this unprecedented time. Dominic Newman, VP, Sales – EMEA from PCI Pal will cover securing payments for remote workers and share a case study on Waltham Forest Council's successful compliance journey.

Confirms Dom Newman, "Today, more than ever, the flexibility and compliance of your contact centre operations are key. Returning to normal, with the threat of localised lockdowns, means public sector organisations need the flexibility in their infrastructure to quickly change from in-house to remote working scenarios.

"Our free webinar will explore this topic and consider how implementing the right mix of technology can give you - and the local communities you serve - the confidence that payments will be secure

and customer experience maintained regardless of where your agents handling enquiries and, of course, payments.”

To register for the 30-minute webinar, visit: <https://www.pcipal.com/en/knowledge-centre/webinars/>.

For more information on PCI Pal visit [www.pcipal.com](http://www.pcipal.com), call +44 207 030 3770 to arrange a demonstration or follow PCI Pal on [Twitter](#).

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#### **Notes to Editors:**

##### **About PCI Pal**

PCI Pal® is the global provider of secure payment solutions for contact centres and businesses. PCI Pal’s globally-accessible cloud platform empowers organisations to take Cardholder Not Present payments securely without bringing their environments into scope of PCI DSS and other card payment data security rules and regulations.

With products in the cloud and served from PCI Pal’s cloud environment, integrations with existing telephony, payment, and desktop environments are flexible and proven, ensuring no degradation of service while achieving security and compliance.

PCI Pal provides a true omnichannel solution so payments can be managed securely via telephone, IVR or across any digital channel, including Webchat, Whatsapp, Social Media, Email and SMS.

PCI Pal has offices in London, Ipswich (UK) and Charlotte NC (USA). For more information visit [www.pcipal.com](http://www.pcipal.com) or follow the team on Twitter: <https://twitter.com/PCIPAL>

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