

**PRESS RELEASE**  
3 November 2020



## **PCI Pal® supports South Staffordshire Council with telephone payment security for new Garden Waste Collection service**

**Project successfully launched within the remote-working constraints of the pandemic**

[PCI Pal®](#), the global provider of cloud-based secure payment solutions, is delighted to have supported South Staffordshire District Council in implementing a secure and PCI DSS compliant telephone-based payment solution that enables householders to call and register for a brand new Garden Waste Collection service, paying over the phone in a fully PCI DSS-compliant way.

PCI Pal's cloud-based payment security solution was implemented remotely by their partner Capita, with no physical, on—premise installation required.

The new paid-for Waste service was given central approval to proceed back in January, with the Council scheduling the public launch for the start of May 2020. Assistance was therefore needed to help the Council set-up a secure payment system that would enable the contact centre team to guide those residents not using online registration to instead complete the process and take payment over the phone.

Andy Hoare, Assistant Director Business Transformation for South Staffordshire Council led the project and, as an existing customer of the Capita Pay360 service, contacted Capita to understand what contact centre secure payment options were available in order to meet the imminent deadline.

Confirms Andy, “We knew to expect a significant peak in calls during the registration timeframe and therefore we needed to identify a system that would not only integrate with our existing contact centre system for a seamless way of working, but that was quick and easy for our staff and callers to use.”

Capita quickly got to work on implementing its Call Secure Plus, powered by PCI Pal.

“Call Secure Plus ticked a lot of boxes for us; it could be integrated with our My Pay online payment tool, which is where all web-based registrations were being handled. This would make it as straight forward as possible and keep everything in one place, regardless of the method used.”

With an original estimate of 16,000 registrations, the Council in fact processed over 30,000 with over 6,000 handled by its contact centre team – who had transitioned to home working in March due to the Covid-19 pandemic – over the phone.

Talking about the success of the Garden Waste service launch, Sue Gilbert, ICT Change Manager explains, “Something we hadn’t anticipated at the outset was the fact that we would all be working remotely by the end of March. The project team were all extremely responsive to our needs throughout, training was conducted via Teams and the fact we could meet our original deadline was a real achievement.”

Concludes Andy Hoare: “I believe how we handled this project as an organisation – and given the constraints posed by Coronavirus – this is a real success story. We didn’t design the solution to enable home working, however the flexibility of the Call Secure Plus solution, powered by PCI Pal has really shown its worth. It is very rare that you design a service and have to go-live with the business continuity plan from day one, but that’s what we did, and with support from Capita and PCI Pal, the whole project has gone extremely well.”

For more information on South Staffordshire District Council, visit <https://www.sstaffs.gov.uk/>.

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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