

PRESS RELEASE
09 March 2020



PCI Pal® supports Royal Exchange Theatre with its payment security compliance

Manchester's Royal Exchange Theatre has selected [PCI Pal](#) to securely manage telephone-based payments and refunds via its cloud-based Agent Assist solution and ensure it complies with PCI DSS rules.

Having opened in 1976 by the famed actor Laurence Olivier, the Royal Exchange Theatre has a rich history. With the ability to seat up to 700 people in its unique in-the-round auditorium the theatre invites audiences to join them from a vibrant programme of work featuring around ten original productions a year. The theatre also offers a dynamic off-stage programme for communities across Greater Manchester.

Since the pandemic, the Theatre has been unable to host live performances, however the team was keen to source a payment security provider to ensure all payments, donations or refunds to patrons are handled in a secure and compliant way. PCI Pal's Agent Assist solution was selected as its solution of choice and has been implemented remotely.

Sheralee Lockhart, Director of Business and Operations for the Royal Exchange Theatre said, "While we have been forced to temporarily close our stages due to the pandemic – we wanted to ensure that our payment systems were fully up to date and as safe and compliant as possible. Given that our small team are having to handle payments and refunds over the phone, from their homes, we wanted to eliminate potential risks from the process, but also make it straightforward for the callers.

"The PCI Pal Agent Assist cloud-based solution allows all payment details to be provided by our patrons in an anonymous and safe way, and gives us the assurances that we have descope from the requirements of PCI DSS. We have peace of mind that our cardholder-not-present telephone-based payments and refunds are in safe hands."

For more information on the Royal Exchange Theatre, visit www.royalexchange.co.uk.

For more information on PCI Pal visit 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 a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss.

Our mission at PCI Pal is to safeguard reputation and trust by providing our customers with secure payment solutions for any business communications environment including voice, chat, social, email, and contact centre.

We are integrated to, and resold by, some of the worlds' leading business communications vendors, as well as major payment service providers.

The entirety of the product-base is available from our global cloud platform hosted in Amazon Web Services ("AWS"), with regional instances across EMEA, North America, and ANZ. PCI Pal products can be used by any size organisation globally, and we are proud to work with some of the largest and most respected brands in the world.

For more information visit www.pcipal.com or follow the team on LinkedIn: <https://www.linkedin.com/company/pci-pal/>

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