

PRESS RELEASE
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PCI Pal® to discuss The Future of Security & CX at Call and Contact Centre Expo 2021

16-17 November 2021, ExCeL London

Geoff Forsyth, Chief Information Security Officer at [PCI Pal](#), [LON:PCIP] the global provider of cloud-based secure payment solutions, will be speaking to contact centre and customer experience (CX) professionals on the accelerated pace of change that has taken place within the payments landscape since the pandemic, at this year's [Call and Contact Centre Expo](#) event.

On 16th November at 11:00am, Geoff will be offering advice to call and contact centre professionals on how to get ahead with the latest security requirements without impacting the overall customer journey or experience. He will also discuss why organisations must strike a harmonious balance between CX and compliance, and how to ensure year-round adherence to the requirements of the PCI DSS.

Forsyth said, “When the pandemic hit in 2020 and national lockdowns were ordered across the globe, many companies had to race to put systems in place to continue engaging with customers as employees adjusted to working remotely. Organisations had to rapidly scale to meet demand and engage with customers using a blend of traditional and digital methods.

“According to the Call Centre Management Association the industry “jumped forward five years in three months” with the acceleration of digital transformation programmes and the extent of homeworking migration. The speed of response from businesses was incredible – with much achieved through business-critical applications and cloud-based technologies.

“At the Call and Contact Centre Expo, I look forward to meeting delegates and discussing technology’s increasing role in securing customer payments, without compromising the overall experience in the ‘new normal’.”

For more information regarding the Call and Contact Centre, visit www.callandcontactcentreexpo.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. PCI Pal's mission is to safeguard reputation and trust by providing customers with secure payment solutions for any business communications environment including voice, chat, social, email, and contact centre.

PCI Pal is 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 PCI Pal's 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 it is proud to work with some of the largest and most respected brands in the world.

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

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