PCI Pal Announces Amazon Connect Integration and AWS Marketplace Availability
Amazon Connect users across the globe can now leverage PCI Pal's secure payments solutions for additional payment security and compliance options

Charlotte, N.C, October 12, 2021 -- PCI Pal® (LON: PCIP), the global provider of secure payment solutions, today announced a new integration with Amazon Connect to offer its customers worldwide with additional options for payment security and compliance with PCI Pal omnichannel secure payment solutions.

Thousands of businesses of all sizes are using Amazon Connect to adapt their customer communications for the post-pandemic future. With this integration, PCI Pal will become the first truly global secure payments provider available in AWS Marketplace, a digital catalog that makes it easy for organizations to discover, procure, entitle, provision, and govern third-party software that runs on Amazon Web Services (AWS). Amazon Connect customers will now have access to PCI Pal's solutions, including Agent Assist, IVR and Digital products, through an integrated offering allowing for PCI compliance and payment security across their entire omnichannel communications mix. Users of the services will also benefit from retaining their payment service provider (PSP) as PCI Pal is agnostic to all payment environments.

"This integration enables businesses to minimize their PCI footprint and secure their customers' most sensitive payment data, while maintaining the best possible customer and agent experience," says James Barham, CEO at PCI Pal. "Amazon Connect users are able to seamlessly access our secure payment services across all customer engagement channels allowing a focus on service excellence whilst safe in the knowledge that data is protected."

Customers using Amazon Connect with PCI Pal will be able to reduce contact center exposure to sensitive cardholder data, descoping their infrastructure from the requirements of PCI DSS. Additionally, Amazon Connect Delivery Partners and AWS Consulting Partners, who help companies build cloud contact centers with Amazon Connect, will now also be able to sell PCI Pal omnichannel payment solutions.

"The COVID-19 pandemic has made contact center agility and security more important than ever," continues Barham. "As the leading provider of secure payment solutions to the business communications space globally, this offering ensures that whether working in the office, contact center, or working remotely from home, Amazon Connect customers will not only be able to set up more agile contact centers in minutes but now, for the first time, will have access to best-in-class payment security solutions."

Amazon Connect is an easy-to-use omnichannel cloud contact center used by thousands of businesses of all sizes. Based on Amazon's own customer service system, Amazon Connect enables businesses to set up contact centers in minutes to support millions of customers from the office or virtually. Through this integration with PCI Pal, Amazon Connect customers can access the highest levels of security and compliance whether working from a traditional contact center or at home.

About PCI Pal
PCI Pal (LON: PCIP) 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.

Its 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 center.

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

PCI Pal products can be used by any size organization 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 follow the team on
LinkedIn: https://www.linkedin.com/company/pci-pal/.

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