



CASE STUDY

UK'S LEADING NATURAL GAS SUPPLIER

Established more than 80 years ago, the organisation is one of the UK's largest suppliers of liquefied petroleum gas (LPG). In 2019 the company embarked on a programme to refresh its payment security compliance, to integrate with its existing payment gateways and CRM solution, to provide a seamless payment process to its B2B and B2C customers, via its contact centre.

THE COMPLIANCE CHALLENGE

From its central contact centre, its team of almost 160 agents handle payments for both retail and wholesale LPG products. On average around 18-20 telephone-based payment transactions take place every hour and the team wanted to ensure that its payment card handling processes were as secure and compliant as possible, adhering to latest PCI DSS requirements.

The organisation was keen to ensure that the solution not only could be integrated with its existing payment gateway provider, PaySafe, but also with its Salesforce CRM solution and telephony provider, Vonage, to ensure the process was familiar to agents, for a seamless customer experience.

THE SOLUTION

Vonage, as a partner of PCI Pal, recommended the organisation adopted the PCI Pal Agent Assist solution, which could be integrated with its telephony and CRM platforms, as needed, to enable customer service staff to securely handle telephone-based card payments. PCI Pal Agent Assist applies dual-tone multi-frequency (DTMF) masking technology, which allows contact centre agents to carry on speaking to customers throughout the transaction process, without being able to hear, see, or record any sensitive cardholder data. Importantly, by descoping, the data never enters the organisation's internal system, or is visible to home-working agents, and simplifies the journey to PCI compliance.

Having successfully rolled-out the PCI Pal Agent Assist solution, in mid 2020, the organisation switched to the payment service provider, Stripe. The team at Vonage and PCI Pal supported the integration of the new provider to ensure the transaction process remained seamless and without any interruption to business processes.





THE RESULTS

Via the cloud-based PCI Pal Agent Assist solution, contact centre agents have the confidence of being able to take payments over the phone, without disruption to the call flow.

Payments can be taken worldwide, with the ability to handle multiple currencies within the PCI Pal Agent Assist solution. The PCI Pal platform looks and feels the same to agents; they handle both inbound and outbound calls and at the point of purchase, PCI Pal Agent Assist widget is displayed inside the GUI to make the process as swift and intuitive as possible.

PCI Pal Agent Assist makes the payment process more secure for customers and, as the solution integrates with the call flow at the point of payment, no sensitive payment card data enters the organisation's infrastructure. This complies with the PCI DSS, which specifies that contact centres that handle payment information over the phone must not store any sensitive cardholder data.

KEY INTEGRATIONS

Telephony / CX platform: [Vonage](#) / [NewVoiceMedia](#)

Desktop CRM: [Salesforce](#)

Payments Service Provider: [Stripe](#) / [PaySafe](#)

The end result is a payment security solution that works effectively behind the scenes, securing transactions for this utility giant without interruption while ensuring the organisation is fully compliant with the rules of the PCI DSS.

OUR ACCREDITATIONS



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