



RevoPCI

Payment solution overview

When it comes to card payments, security is top priority. In partnership with RevolutionCloud, we deploy and manage RevoPCI, the award-winning PCI-DSS compliance solution that protects your customers, your transactions and your brand reputation.



PCI-DSS compliance powered by RevolutionCloud



Payment Card Industry Data Security Standards (PCI-DSS) is an internationally recognised set of technical and operational requirements designed to protect cardholder data.

Failure to comply with the PCI-DSS runs the serious risk of costly fines and damaged customer relationships. If your business is taking credit card payments over the phone you are required to comply with PCI-DSS.

We work with you to ensure that your card payment transactions are processed in accordance with the Payment Card Industry Data Security Standard now and in the future. After all, when it comes to your customers, data security is your priority.

RevoPCI ensures PCI compliance for all voice transactions and protects businesses from fraud by ensuring that no card information is ever seen or heard by an agent or call recipient. The solution avoids interruption to the phone conversation or call recording, i.e. payment details can be taken not only securely but also smoothly, without any need to pause, suppress or manipulate voice recordings. During the payment process, customers simply enter their card details using their phone keypad (DTMF clamping).

The RevoPCI technique blocks your business from the card details and de-scopes your business from many of the requirements laid out in the Self-Assessment Questionnaire (SAQ). It delivers significant cost savings by reducing the number of PCI controls required and simplifies auditing and ongoing compliance management.

Speak to a PCI-DSS Compliance Solution Expert!

01483 242 526 | hello@btlnet.co.uk



RevoPCI PCI SIP Solution with Benefits

RevoPCI seamlessly merges future-proof SIP trunking technology with compliant and resilient payment card data security, providing major benefits for your business. RevoPCI is a SIP-enabled solution based in 5 different data centres with in-built resilience, from where RevolutionCloud transits connections to different providers. Cloud-hosted within RevolutionCloud's secure data centres, RevoPCI does not require any equipment on-site, which eliminates the costly expenditure of installing and configuring a physical box on your premises. Importantly, it also completely de-scopes your business and contact centre from PCI compliance checks. Offered with an OPEX-focused pricing model, RevoPCI is a robust, simple and cost-effective solution for complete compliance.

Once RevoPCI is in place, you will be able to shift from completing annual Self Assessment SAQ-D forms to completing SAQ-A forms, saving time and cutting down on cost associated with your QSA provider.

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How it works



The DTMF solution works through the agent engaging a simple payment screen whilst on the call to the customer. Through smart CTI integration to your payment provider, this prevents the customer card data from entering the business and de-scopes it from many of the compliance requirements (SAQ). It also provides the customer comfort by not having to read their sensitive card data aloud over the phone.

Step 1: The customer calls, or is called by, the contact centre and the conversation with the agent continues as normal.

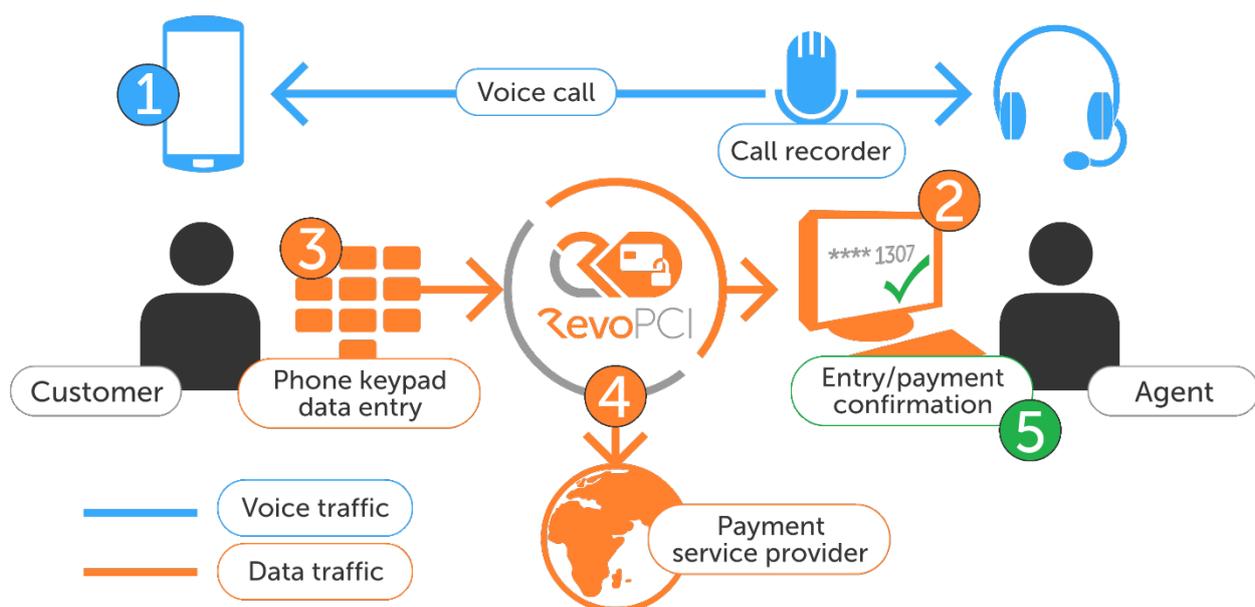
Step 2: The customer chooses to make a card payment. The agent opens the payment application on their PC and this makes the call 'go secure', with no audible difference to either customer or agent.

Step 3: The customer is then asked to enter their card details using their telephone keypad (DTMF capture) ensuring no sensitive information is verbalised or captured by call recording systems or agent. The agent continues to speak with the customer and guide them

through the process, and their screen will change as each part of card information is entered by the customer (no sensitive information will be shown).

Step 4: The customer's card details are delivered securely direct to the payment provider, and never stored by the business taking the payment.

Step 5: The agent PC screen will confirm each stage of the card collection and confirm payment collection at the end of the transaction.



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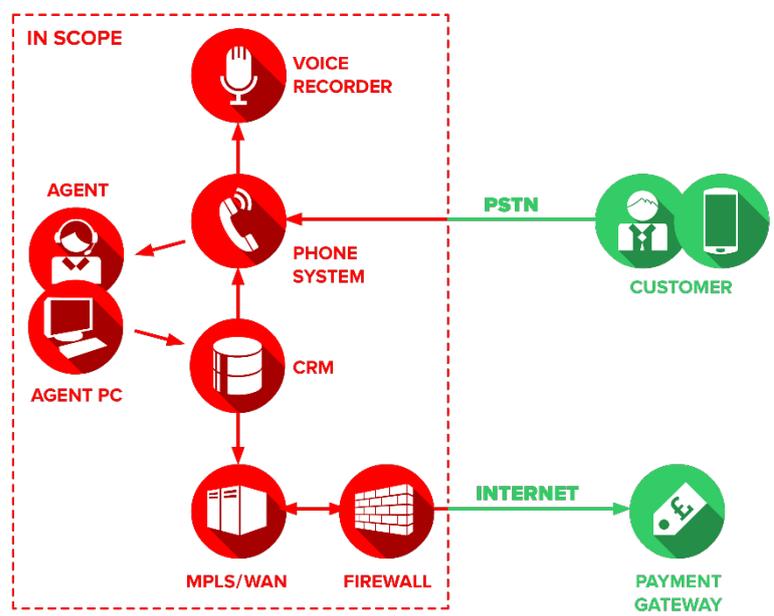


Before and after PCI SIP solution



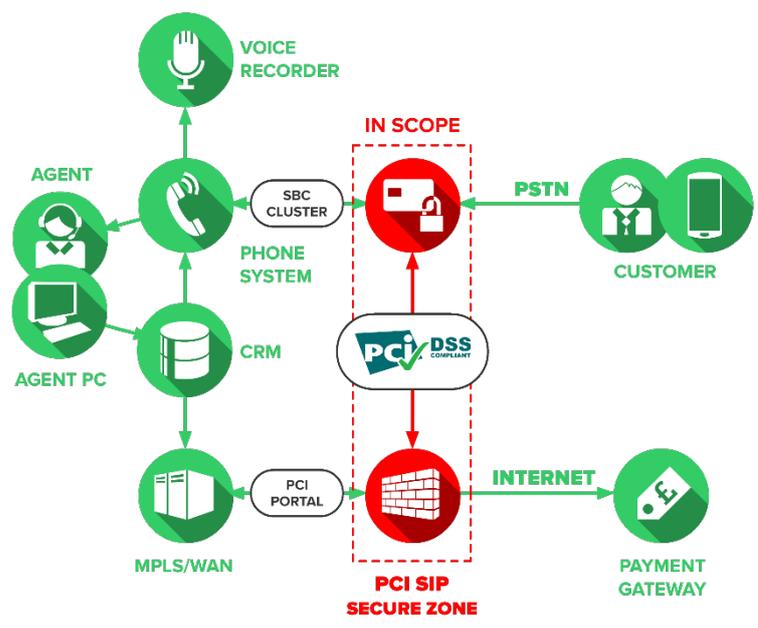
Business scope before the PCI SIP solution:

Customer data enters your business and has multiple touch points into the business as seen here:



Business scope after the PCI SIP solution from TheCloud:

Data from the customer now captured in the PCI appliance in our cloud and their business is de-scoped from majority of checks/controls:



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Speak to our PCI DSS Compliance
Solution Experts!



For guidance, a review of your current PCI DSS compliance solution or to make an appointment with one of our solution experts, call 01483 242 526 or send us an email

hello@btlnet.co.uk !