



## NEWS ANNOUNCEMENT

### **U-WFM partners with Key IVR to deliver secure payment solutions for the contact centre**

**London, 27th November 2018:** U-WFM is pleased to announce its partnership with Key IVR, a provider of high-quality payment processing systems for contact centres.

Key IVR's Agent Assisted Payments platform is helping contact centres reduce their costs of PCI Data Security Standard (PCI-DSS) compliance. Key IVR understands that processing card payments can be challenging and provides PCI compliant solutions that de-scope sensitive cardholder data from the business as well as the contact centre.

As it can be virtually impossible to secure every system, from call recording through to agent activity, network security and data backups, Key IVR's solution dramatically reduces the risks involved with taking card payments over the phone – critically ensuring that sensitive payment data never reaches agents' systems.

Key IVR is recommended by international payment gateways and delivered by trained, experienced professionals. Their industry-leading platform gives contact centres peace of mind that any payments, whether over the phone, web chat or over SMS will be secure and compliant.

Steve Richardson-Frankton, Enterprise Sales Manager at Key IVR said, "We're delighted to be working in partnership with U-WFM as both organisations have a combined ambition of providing the best technology solutions for contact centres. We're looking forward to what the partnership will bring, presenting the market with an offering that will give them the competitive edge."

“We are very pleased to be working with Key IVR and extending the availability of our Cloud Workforce Management through this relationship,” added Matthew Hughes, CEO of U-WFM. “Our Workforce Management Suite, combined with Key IVR’s market-leading automated payment solutions, is helping contact centres combat data security issues, become PCI compliant, whilst driving improved customer experience.”

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## Notes for Editors

### About Key IVR

Key IVR are a privately owned business offering automated payment services in the UK and internationally through Europe and into the United States. We are a customer-service focused organisation and take care to manage and meet our client’s expectations.

Hosted in leading data centres and processing over £1bn per annum, our state-of-the-art payment suite is robust, reliable and secure – certified **PCI-DSS v3.2 Level 1** by our QSA Nettitude. For more information, please visit [www.keyivr.com](http://www.keyivr.com)

### About U-WFM

At U-WFM we believe there is an easier way to deploy Workforce Management and make it accessible to all contact centres, regardless of size. We offer our Workforce Management platform as a 100% cloud, OPEX based solution with zero capital outlay and technology hassle. This allows our customers to immediately become more effective, efficient and economic on a pay-as-you-go basis, but still benefit from a premium Workforce Management solution.

There are no exclusions to the U-WFM solution, we believe in delivering all the benefits to our customers, all of the time. For more information, please visit [www.u-wfm.com](http://www.u-wfm.com)

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