

Compliance3

Compliant contact centres. *Defined and delivered.*



Experts in achieving and maintaining contact centre compliance

Our mission and purpose

To eradicate payment and personal data fraud in contact centres

By doing so, Compliance3 helps protect clients' revenues and margins and significantly reduces the risk of reputational damage

To **define & deliver** the optimum blend of **people, process** and **technology** that minimizes our clients **exposure to reputational risk** whilst **maintaining business as usual**

*Reducing the **time, cost** and **effort** in **delivering and maintaining your data and payments compliance obligations***



payment data fraud

The Payment Card Industry Data Security Standard (PCI DSS) is supported by the Payment Card Schemes and applies globally to any entity that stores, processes and/or transmits card holder data.



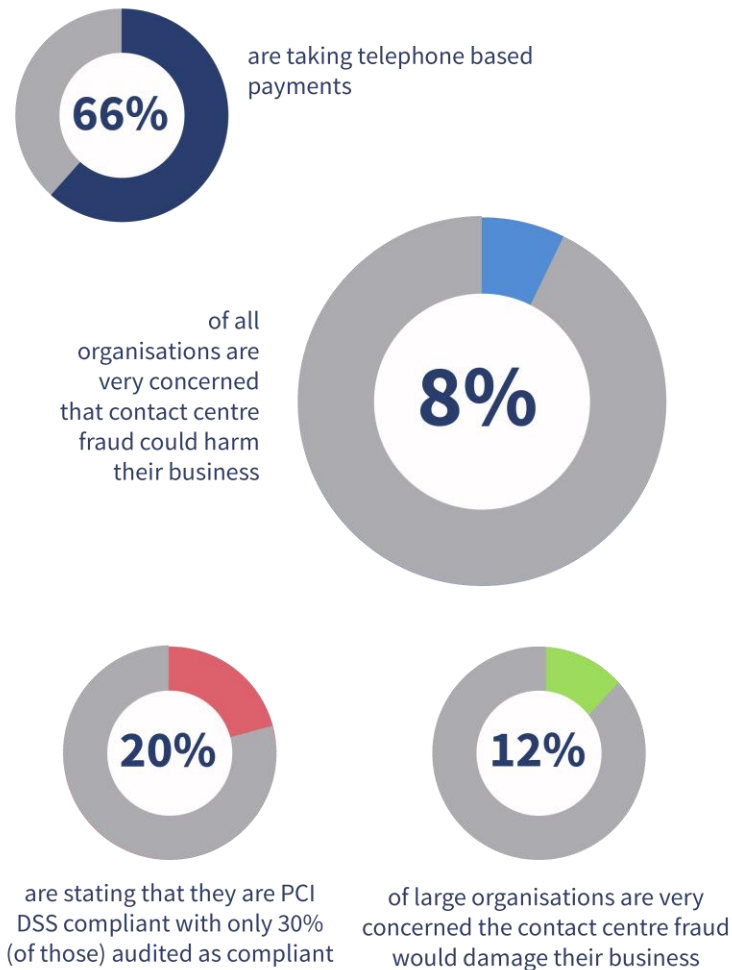
personal data fraud

The UK Data Protection Act and the new EU General Data Protection Regulation (GDPR), becoming law for global entities transacting with European citizens the summer of 2018.

UK positioning: brand view vs. consumer view

The UK has 5,840 contact centres with circa 734,000 agent positions
With 50% of agent positions in 10% of the contact centres

BRAND



CONSUMER



Source: ContactBabel The Inner Circle Guide to PCI Compliance in Contact Centres 2015

Source: Compliance3 'The Contact Centre Timebomb' White paper 2015

The problem we solve



How do contact centres cost-effectively prevent fraud and meet their compliance requirements?



Knowing where to start and how to maintain security and compliance at lowest cost, without compromising existing business plan's or the customer experience, is a significant (and increasingly important) business challenge.



Compliance3's knowledge and deep understanding of the people, process and technology considerations required to keep personal and card payment data safe within contact centres is second to none.

The levels of data compromise are increasing



Well published data breaches having measureable impact on shareholder value and customer retention/acquisition numbers

Communication growth driving technology transformation & outsourcing



Firms continue to cope with increasing communication volumes and growth in multi-channel communications

Firms continue to position service as a competitive differentiator in the market



Management incentives are increasingly driven by CSAT

Contact centre technology not responding to current & future needs



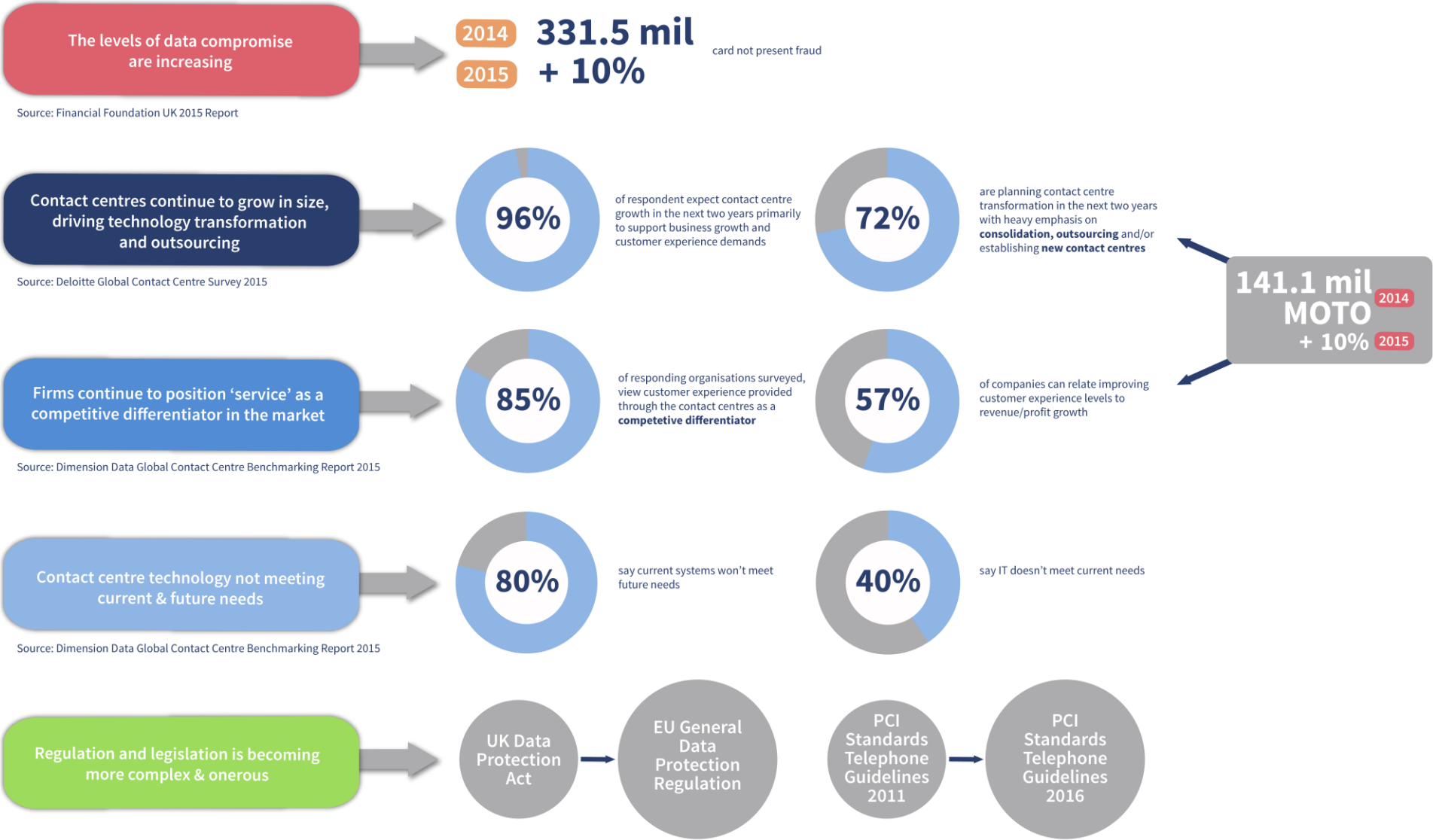
As customer transactions move to the internet, making the contact centre compliance market more complex, confused and very busy

Regulation and legislation is becoming more complex and onerous



The stakes for non-compliance have never been higher

Validating the problem



Our approach to the problem

It's all about **taking risk 'off the table'**

To **define** business processes and **deliver** technologies that **'de-value' sensitive payment and personal data**

“Using technology to devalue the data. To get risk off the table.”

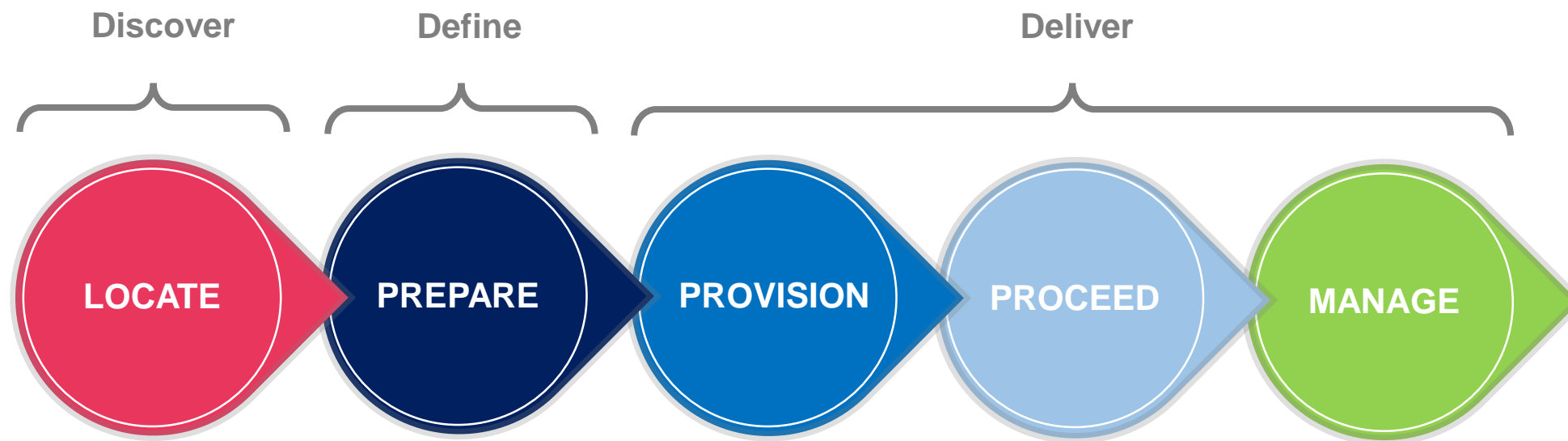
Stephen Orfei. GM PCI Standards Security Council

Nice. November 2015

Compliance3 are currently engaged to update the secure telephone payment guidelines for PCI Standards Security Council

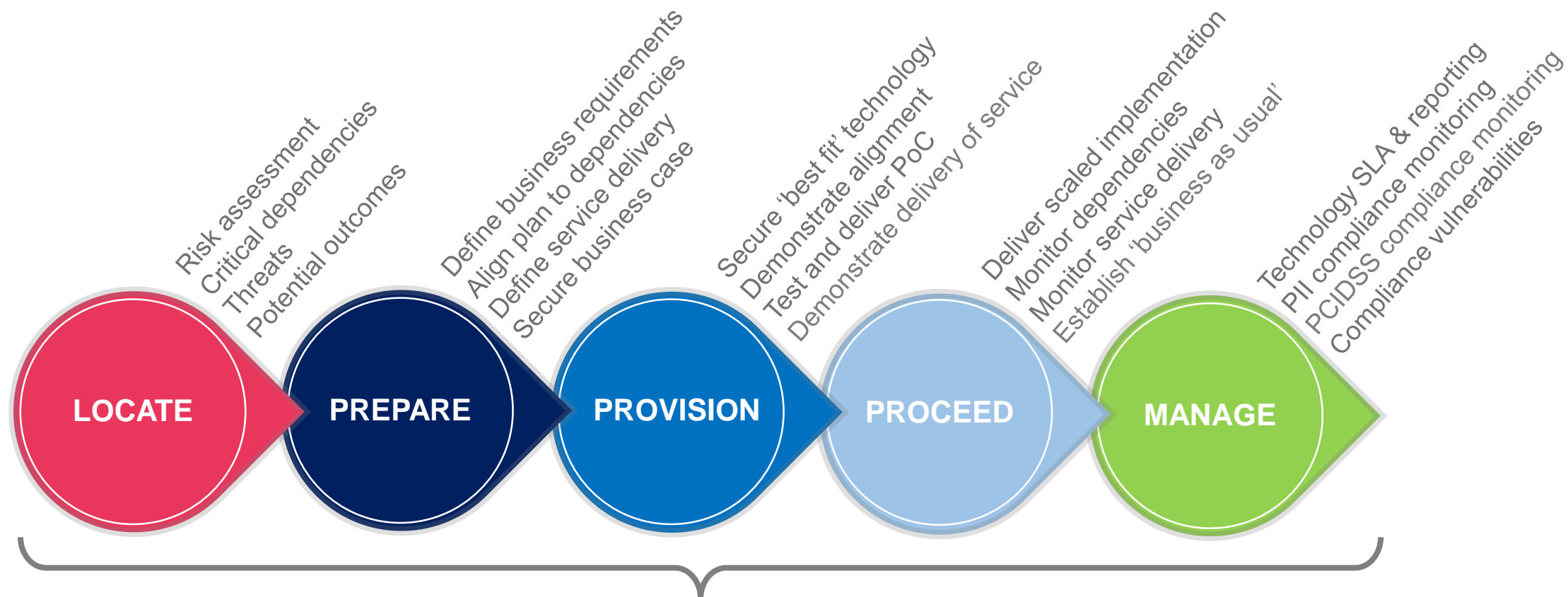
The solution

A **technology agnostic**, professional services business that helps **contact centers** cost-effectively achieve and maintain **personal and payment data compliance**



- We sell a **scalable 'process'** to identify compliance challenges and reduce effort, cost and reputational risk
- We **define and deliver** the right balance of **people, process & technology** solutions that help our clients meet their legal and contractual obligations for processing payments and personal data
- We sell our unique skill sets to deliver **'managed services'** for maintaining payments & personal data compliance.
- Providing ongoing access to **appropriate skill sets** across **payments and personal data compliance** immediately accessible for 365 days a year

Working collaboratively: technology agnostic



Working collaboratively with leading acquiring banks, QSA's, solution and technology providers and leading specialist consultancy firms to provide a single **'one stop shop'** solution to payments and personal data compliance challenges in customer contact centres

The team & credentials

- **A team with over a century of combined experience across all major sectors in EMEA and the US.** Including retail, financial services, travel and automotive across large, complex operations for national and international brands
- **An enviable track record of providing telephone based and contact centre operations to support customer contact strategies to help find, secure, keep and develop customers.** Including launching the MSN for Microsoft, customer service for American Express, launching the UK National Lottery for Camelot, European ecommerce for PlayStation II, loyalty & home shopping for J Sainsbury
- **Deployed the world's first no Card Data Environment solution with PCI compliant access to c.150M historical call recording files.** Largest hosted secure payments solution deployed across 5 contact centres (UK & South Africa). Processing c.100M call minutes and c.5M secure payments per annum



Glenn Hurley Chairman

Glenn is a highly respected authority in the contact centre market. He has significant experience of building new contact centre propositions for both start ups and established operations in the UK and APAC



John Greenwood Exec Director

John has extensive experience in the contact centre skills and compliance space. Today, John is recognised by the Payment Card Industry Standards Security Council as a world authority in Secure Telephone Payments



Bob Massey Head of Delivery

Bob is highly experienced in compliance delivery and has a background in IT and international banking Assurance. Bob has led many high-profile compliance programmes across Financial Services and Hospitality



Why Compliance3?



Perfectly positioned to support client growth & security



Knowledgeable & experienced to protect possible downside threats



Skilled in nurturing & developing relationships with partners & clients



International thought leadership in securing telephone payments



Depth of industry leading consumer research in customer data security and data breach



A record of success accumulated through a lifetime working in contact centres

Thank you. Please contact us if you have any questions.

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