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During the COVID19 pandemic, BroadSource and IPSI are working together to deliver PCI-DSS compliant solutions for all agents, including those at-home.

BroadSource and IPSI have worked together since 2017 to deliver Voice Self-Service and Agent Assisted payment applications requiring PCI DSS compliance through DTMF clamping.

Pre-COVID, PCI DSS compliance in call centres was achieved by maintaining a paperless workspace and pausing recordings when cardholder details were being shared. But with agents working from home, it is harder to ensure the 'new normal' workplace is private and policies and practices are still compliant.

The risks of non-compliance and the odds of experiencing a data breach are high. The average cost of a data breach in Australia in 2020 was \$3.35 million (up 9.8% on 2019). More than half of the breaches in Australia were caused by malicious attacks (56%). Of the per record cost, the top three industries impacted were finance, technology and services.

BroadSource and IPSI work together to deliver PCI-DSS compliant solutions for all agents including those at-home. Their card detail clamping technology is secure and easy to use. It descopes PCI DSS for merchants by around 90% and doesn't interrupt the natural flow of the conversation between customers and agents. Cardholder Details are clamped in the network, including the homes of agents, so they don't need to pause audio or screen recording.

About BroadSource

BroadSource is a world leader in software development and engineering for the globe's most sophisticated Service Providers and Enterprise businesses. Specialising in contact centres and UCaaS from strategy through to support covering:

- Voice Self-Service bots
- PCI DSS, PII and GDPR compliant service builds
- 2-way and multi-party notifications through social media, e-mail and SMS
- with core strengths in Genesys, Cisco, Avaya based builds and several newer 'cloud-only'.

BroadSource is headquartered in Melbourne, with offices in London, Seattle, Düsseldorf, Delhi and delivers products and services to customers in Europe, North and South America, Africa and Asia.

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About IPSI

IPSI is an independent payment and PCI DSS compliant service provider specialising in the mid corporate /enterprise and delivering the most relevant PCI DSS compliant solutions with the least possible technical impact to client systems.

IPSI has extensive experience in payments and PCI DSS compliance, managing and delivering some of the largest PCI projects in the country. Their software is Australian owned technology with all staff located onshore. Their services incorporate full geographical redundancy with real-time DR switching capability. They offer level 1 PCI DSS compliant services, are independently verified and certified annually by a Qualified Security Assessor (QSA).

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