



# Hosted Voice Services for Security & Compliance



Agent Pay



Archive



Recording



IVR Assist



Aeriandi's comprehensive voice security solutions deliver complete protection from the start to the end of every call. Whether PCI DSS, MiFID II, Dodd Frank, FCA or other, compliance can be complicated to manage and implement, which is where we can help.

Our award winning secure voice solutions lie at the heart of our business. From call recording, archiving and PCI phone payments, to fraud detection and speech analytics, we've got you covered. Our 100% Software-as-a-Service solution delivers industry leading functionality and security, without the need to ever install anything on site.



## Agent Pay

Agent Pay is our hosted telephone payment processing system that prevents card data from entering your contact centre environment whilst being customer-friendly and easy for agents to use. It is an effortless way of minimising the cost and complexity of PCI DSS compliance.

Our fully hosted DTMF telephone payment solution means that your business never handles sensitive payment card data - protecting your business and your customers from the risks of data compromise and fraud.

### BETTER THAN PAUSE AND RESUME CALL RECORDING

Agent Pay doesn't simply prevent card details from being stored in your call recordings, it prevents the transmission of card data through your entire enterprise. This lifts your whole operation out of scope for 11 of the 12 PCI DSS requirements, reducing risk and saving money.

We also offer ASR (Automatic Speech Recognition) for phone payments. Customers who feel more comfortable speaking their card details or cannot use their telephone keypad are given the choice. ASR helps with adherence to the disabilities act by providing an accessible service whilst preventing card details from entering the contact centre environment.



## Archive

Any legacy recordings you've made where customers gave their payment card information need to meet PCI DSS compliance requirements. This is especially important in recent recordings where card details may still be valid.

Our Archive Call Recording Storage and Retrieval service eliminates all the sensitive cardholder data from your contact centre infrastructure, so that you can more readily comply with the PCI DSS.

As a QSA validated level 1 service provider we encrypt recordings and store them in our cloud where we have implemented all the controls to meet PCI DSS so that you don't have to.

Appropriate access and audit controls are built into our user friendly web-based portal ensuring that you're provided with easy, safe access whenever you need it.

### AVOID OBSOLETE STORAGE MEDIA

Using hosted storage instead of tape means you can access your archive recordings at any time. Unlike running your own SAN, we take care of upgrades, so you don't have to replace expensive storage platforms when they are end of life.



- ✓ **Trusted security**  
 We are chosen by many of the UK's leading banks and consumer brands. We have a successful track record because we get it right
- ✓ **Guaranteed availability**  
 Our dual-site private cloud architecture ensures our solutions are resilient and highly available.
- ✓ **No disruption**  
 As a hosted solution, we are able to bring you these benefits in a shorter deployment timescale and without the financial burden of a major IT investment

## Hosted Call Recording

Recording calls and other customer interactions is essential for companies that want to continuously improve customer service and enable swifter dispute resolution. But this has to be done the right way, keeping recordings safe and secure so that they fully satisfy PCI DSS and FCA requirements.

At Aeriandi, we have more than a decade of investment in our secure hosted solutions. If you need to record calls and SMS interactions, we have a reliable and secure hosted solution that not only complies with industry standards, but is adaptable to suit the needs of your enterprise.

### HOSTED. SIMPLE

Calls are recorded in the network, before they reach your enterprise. This means that there is no hardware to install onsite and all calls are available in a single hosted portal. Simple.

### COMPLIANCE

PCI DSS and FCA regulations are strict on what you can record and what you do with the data. You can take no chances with the solution you choose.

## IVR Assist

If you store, process or transmit cardholder information, your business must protect that data in line with the Payment Card Industry Data Security Standard (PCI DSS).

IVR Assist integrates seamlessly with your existing IVR platform to prevent payment card data entering your environment. With no card data being stored, processed or transmitted through your systems, your scope for PCI DSS as well as the risk of a breach is significantly reduced. You'll still be able to maintain control of your IVR flows and your investment in your existing IVR will remain protected.

Our solution works in either touch tone or speech recognition mode - enabling customers to read their credit card details out over the phone whilst still offering the same level of protection for your enterprise.

### PROTECTING YOUR INVESTMENT

Instead of switching IVR vendors or going through a costly PCI DSS exercise, IVR Assist allows you to continue to benefit from the existing investments in your IVR platform by simply protecting the part of the flow where card details are captured.

### PROTECTING YOUR BRAND REPUTATION

The best way to avoid a harmful data breach is to have no data to steal in the first place. IVR Assist captures all sensitive card data at network level before it enters your environment.



For more information visit [aeriandi.com](http://aeriandi.com) or call **0845 108 0308**