

# Level up payment security with CardEasy

Contact center payment security solutions.

CardEasy has been delivering contact center payment security for large insurance companies in the US and Canada for over two years, keeping customer card data safe, ensuring PCI DSS compliance, protecting against data breaches, associated fines and reputational damage.

It's time to take a deep dive into the way you protect your customer data.

**Only 8%**

of US consumers believe the organizations they buy from over the phone will keep their card details secure.

CardEasy market research report 2023

**408 million**

data records were breached in 2022 and 70% of US consumers are reluctant to make payments by telephone for fear of fraud.

CardEasy market research report 2023

**70% of**

consumers believe that using technology that reliably hides payment card details from contact center agents is secure, compared to only 33% for so-called 'pause and resume' solutions.

CardEasy market research report 2023

**65% of**

organizations reported they had seen an increase in cyberattacks in 2022 that they attributed to greater levels of remote working.

CardEasy market research report 2023

**Only 30%**

of consumers agree that home-based workers are just as secure as those working in a contact center.

CardEasy market research report 2023



Target 100% secure interactions and exceptional experiences globally while mitigating operational risks.

## De-scope your environment from PCI DSS

With CardEasy, no one at your organization sees or hears the Member's payment details. De-scope your environment from PCI DSS and reduce the threat of data breach or fraud across multiple communication channels.

## Two-second end-user comments

"This [entering card details via the telephone keypad] seems like a more secure method than dictating my card details to a person."

"Entering my card details using my telephone keypad will make things much better."

"I feel much more secure when not having to read my card details out to an agent."

Customers expect a seamless omnichannel shopping experience

"Offering a compelling omnichannel experience used to be the bleeding edge of retail. Now it's a requirement for survival."

McKinsey  
CardEasy market research report 2023

**Over 80%**

of consumers agree that it's important for them to be able to contact a company via whatever method is most convenient to them.

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**Over 60%**

agree that they like to switch between communication channels when dealing with companies.

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## What our customers say about CardEasy

"We have had positive feedback from lots of different stakeholder groups. The global risk and compliance team are delighted with it. We became PCI compliant, primarily because of the CardEasy solution. Our compliance people are happy, our customers are happy, and our customer service organization is happy. I would be very happy to recommend CardEasy to any organization."

Large US Retailer

"CardEasy is a very simple system to implement, it's cost-effective and they are a Level 1 service provider, so they are also able to provide all the necessary documentation for a PCI DSS audit."

Employee, Parts Town (leading wholesaler and distributor of industrial equipment in North America)



"The price was important, and the fact that it was a hosted solution, and the ease of implementation, but it was also really important to find a company that was good to work with. I just found that you guys were just so amazing from sales to tech support; just great to work with. It was probably one of the best implementations that I've seen in my career."

Major US healthcare benefits firm

**For 83%**

of companies, it's not if a data breach will happen, but when.

Globally, the average total cost of a data breach is an eye-watering \$4.35 million, according to IBM, so it's time to take action today.

IBM's Cost of a Data Breach 2022 Report

**The ultimate contact center payment security service**

Insure payment security with CardEasy across phone, email, chat, SMS or social media.