YORKSHIREPAY®

PCI DSS COMPLIANT HOMEWORKING SOLUTIONS

It is estimated that 4 million people in the UK now work from home. This equates to 13% of the UK workforce.

It is also estimated that a further 1.8m employees would prefer to work from home but are not given the opportunity to do so by their employers.

With 53% of workers believing that they would be more productive in a homeworking environment coupled with increased job satisfaction, reduced absenteeism and better employee retention rates, is your organisation missing a trick?

Have you considered that rather than employing someone because they can commute to the office, you could actually cast the net further and employ the best person for the job, irrespective of where they live. From a contact centre perspective the potential benefits certainly stack up.

The challenge for businesses looking to adopt this approach has been how to adhere to PCI DSS guidelines. Securing sensitive card data in a physical working environment has proved to be a real challenge, so how on earth do you secure home working environments?

Our PCI DSS compliant payment solution, YorkshirePay® is perfect for homeworkers as it ensures that your agent does not have any visibility of the cardholders sensitive data in the first place, removing risk and ensuring compliance - whether they're in a contact centre or at home.

- **HIRE THE BEST EMPLOYEES**
- **EASILY HANDLE FLUCTUATING CALL VOLUMES**
- **PROVIDE 24/7/365 AVAILABILITY**
- **ENHANCED CUSTOMER SATISFACTION**
- **REDUCED AGENT ATTRITION AND TURNOVER**
- **ENSURE BUSINESS CONTINUITY**
- **INCREASED JOB SATISFACTION**
- **INCREASED PRODUCTIVITY AND PERFORMANCE**

www.yorkshirepayments.co.uk
01422 323785

YORKSHIRE® PAYMENTS
STRAIGHT TALKING CARD SOLUTIONS

YORKSHIREPAY®

PCI DSS COMPLIANT HOMEWORKING SOLUTIONS

Better for Customers

Nobody likes reading their sensitive card data aloud over the phone to a stranger. YorkshirePay® provides customers with alternative payment options to ensure that the security of their card data is respected, eliminating the need to dictate card information via voice over the phone.

By using YorkshirePay®, the agent can stay in constant communication with the customer throughout the entire call or transaction.

As the merchant agent is on hand for the entirety of the payment process, any support required by the customer is instant, which greatly improves customer satisfaction and reduces the number of abandoned calls.

YorkshirePay® also authenticates the identity of the caller, reducing the risk of fraud related SOTpay even allows customers to complete payment in other channels, such as web chat or Social Media platforms.

Better for Staff

As YorkshirePay® removes all the sensitive card information from merchant environments, it also removes the risk of insider fraud from rogue employees tampering with the data.

Better for Business

PCI DSS COMPLIANCE FOR YOUR CUSTOMER SERVICES/CONTACT CENTRE

YorkshirePay® uses unique technology to support a simplified approach to complex PCI DSS compliance. By removing all sensitive card data from the homeworking environment, it consequently removes your customer services/contact centre environment..

NEGATE CHARGEBACKS ASSOCIATED WITH FRAUD

Using additional authentication methods in the CNP MOTO channel, YorkshirePay® reduces the risk of fraud related chargebacks associated with telephone and omni-channel payments.

REDUCE PROCESSING COSTS

YorkshirePay® works with all major payment service providers and because the CNP transactions are secured by two factor authentication, aquirer charges and chargebacks are reduced, saving both time and money. Our 'Pay-as-you go' option also eliminates any initial capital expenditure.

CLOUD BASED SOLUTION

Our cloud based technology, means there is no time-consuming installation to endure. Deployment is swift, with no need for additional hardware or to alter existing telephony solutions.

PROTECT REPUTATION

YorkshirePay® ensures that sensitive card data does not enter the homeworking environment, providing compliance reassurance for merchants and eliminating the risk of reputational damage from payment card data compromise.

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