Sycurio.

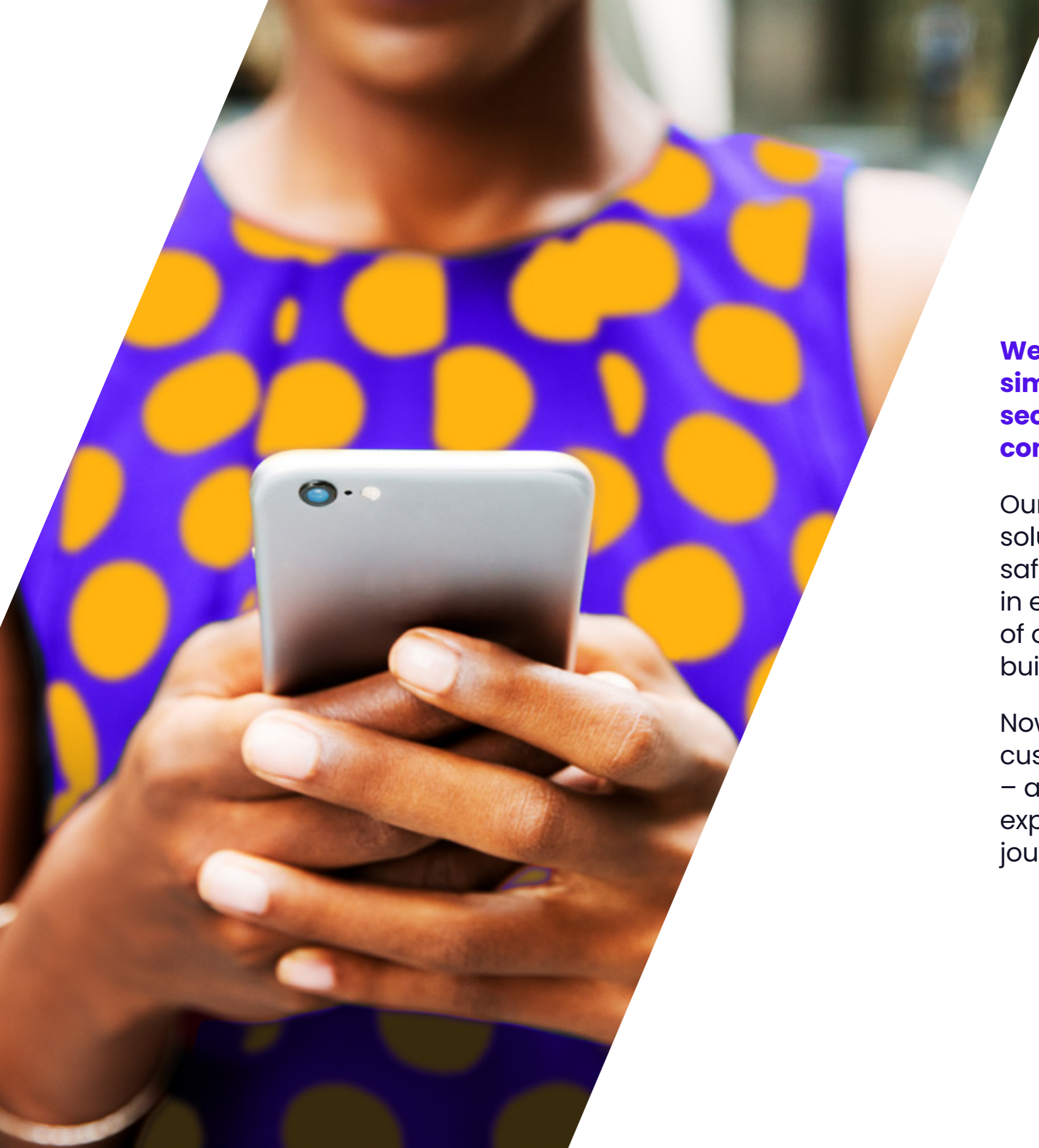# Building security into the customer experience.

We help organisations transform and simplify how they manage payment security, regulatory compliance and consumer data protection.

Our industry-leading data security solutions and services enable you to safeguard every customer interaction, in every channel. Powering the delivery of optimised customer experiences that build trust and lasting loyalty.

Now you can connect and engage with customers in their preferred channels – anywhere in the world. And build experience-driven seamless customer journeys, without compromising security.
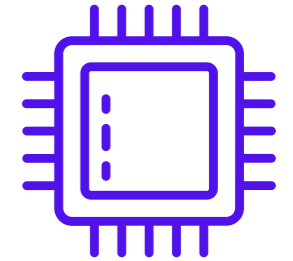
Sycurio.

A cloud solution as flexible as your needs.

Confidently manage every customer interaction and seamlessly engage with customers at every step of their journey. Our **Sycurio.Voice** and **Sycurio.Digital** solutions feature a flexible choice of capabilities that can be tailored to your unique operational needs.

Sycurio.Voice

Sycurio.Digital

Key features and benefits

- Mask all sensitive customer data from recordings
- Enable secure IVR payments
- Live payment process tracking and insights
- Verify payment card, bank account and ACH transactions
- Protect and secure personal transaction data
- Utilise locked and hardened browser for no-code external system integrations
- Extensive monitoring and reporting
- Comprehensive API access

Engage with your customers in every channel**.**

Transact securely and easily with customers in any channel – empowering your teams to interact via voice, chatbots, SMS, email, apps, social media, web services and even QR codes.

Unleashing the frictionless omnichannel interactions today's customers really care about is just the start. You'll also be able to prevent the unauthorised access and storage of their personally identifiable information (PII).

Great experiences can deliver a **16%** price premium and increase loyalty[1]

32% of consumers will walk away from a brand after just one bad experience[2]

Automatically prioritise customer data security in every channel

With Sycurio you can...

Minimise the risk of reputational damage through data breaches, identity theft and payment fraud

Realise operational and cost efficiencies

Reduce the complexity and cost of compliance with regulations such as PCI DSS, GDPR, HIPAA and CCPA

Seamlessly

integrate with your existing infrastructure.

We make it straightforward to build secure and easy-to-manage enterprise-wide payment environments. Designed to minimise disruption, **Sycurio.Voice** and **Sycurio.Digital** seamlessly integrate with your existing infrastructure. This includes your telephony, as well as the full range of contact centre applications, from CRM to payment processing.

When it comes to deployment options, our multi-instance architecture gives you a choice of cloud, hybrid or on-premises (with our dedicated appliances), so you can find the best fit for your needs.
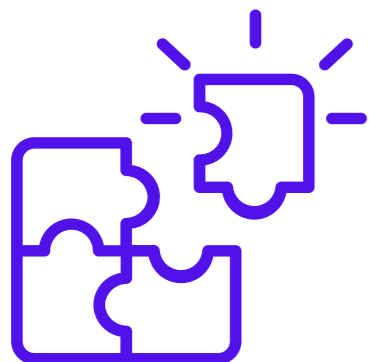
49% of customers would **no longer shop instore or online** with a particular company **if there was a data breach** concerning their payment details[5]

The complete package.

When it comes to capturing, processing and protecting payment card, banking and personal information, we've got you covered.

Sycurio Payment Card Protection for credit and debit card information in card-not-present (CNP) transactions to PCI DSS standards.

Sycurio Banking Protection for bank account and routing information for ACH and direct debit transactions to PCI DSS, NACHA, MiFID and PSD2 standards.

Sycurio Personal Data Protection for processing personally identifiable and sensitive information such as social security and passport numbers, license numbers, dates of birth for a wide variety of applications, including identity and verification checks. Ensuring you stay compliant with a range of data security and privacy legislation including GDPR, HIPAA and CCPA.

Sycurio.Voice

Make payments over the phone more streamlined and secure for customers and agents.

Sycurio.Voice automatically secures payment card, banking and personal data; preventing sensitive customer information from being exposed to your people, your processes, your environment and your systems.

Customers simply enter their card or bank payment details directly into their telephone keypad. This data is then securely passed directly to your data processor, bypassing your network and your systems. It's an approach that significantly reduces the cost and complexity of regulatory compliance and the risk of data breach.

- Moves your entire contact centre and remote agents out of scope for the majority of PCI DSS compliance obligations

- Significantly reduces PCI DSS compliance costs and reporting burden

- Reduces your risk of data breach by securing sensitive customer payment data dynamically during the call, routing it away from your agent and infrastructure directly to your processor

- Enables calls to be recorded without compromising PCI DSS or other regulatory standards

- Improves the customer experience by reducing average handling times (AHT) and increasing first time resolution (FTR)

- Overlays seamlessly into your existing telecoms and contact centre infrastructure

Sycurio.Digital

Power PCI DSS compliant omnichannel digital payments across your business, with no need to invest in costly development.

Featuring powerful and flexible tools for every channel you choose to transact in, **Sycurio.Digital** makes it easy to unleash seamless and secure payment flows for customers via a variety of digital channels – including agent webchats, chatbots, IM and social media, web services, e/m-commerce, SMS, email and QR codes.

Couple with **Sycurio.Voice** to cover every potential customer touchpoint, including interactive voice response systems.

- A powerful and flexible payment solution for every digital engagement channel

- Secured payment information is directly routed to your PSP – removing the risk of data breach and simplifying PCI DSS compliance

- An API-driven SaaS delivered solution that accelerates your digital transformation and lets you precisely configure payment flows in every channel

- A simple and easy-to-use interface for agents and remote workers

- 'Pay per use' pricing with no set up costs when using a supported PSP

Speech Recognition.

When customers are unable to, or prefer not to, use a telephone keypad, the Speech Recognition feature of our Sycurio.Voice solution ensures that no caller is ever disadvantaged or turned away.

Our powerful speech recognition technology can handle multiple languages and regional accents, and features customisable voice prompts. It delivers a frictionless and PCI DSS compliant way to meet customer accessibility mandates when processing payments.

• Extend the secure payment and PCI DSS compliant capabilities of Sycurio.Voice to callers unable or who prefer not to enter their card details using a telephone keypad

• Ensures payment services are accessible, inclusive and comply with the Equality Act (2010), Americans with Disabilities Act (ADA), and the FCA's code of conduct

• Agents can monitor transaction progress in real-time without any access to sensitive data

• Can be integrated as a component of IVR based payment systems

82% of customers
want more human interaction[3]

Monitoring and reporting.

Our monitoring tool gives you real-time visibility of your entire Sycurio.Voice payment environment. Armed with actionable insights on core applications and components, you'll never miss a beat where payment systems availability is concerned.

Serving up all the data you need into easily configurable dashboards, reports, and alerts, our monitoring capabilities deliver the information you need to make in-the-moment and informed business-critical decisions.

Using our integrated monitoring feature, you'll be able to optimise operational performance to ensure that your customers always receive the highest levels of service.

Monitor

- Live visibility of your entire Sycurio.Voice payments environment

- Dashboards and reports on core application metrics and key performance indicators (KPIs)

- Role-based access gives you complete control over who has visibility of what information

- Targeted and conditional notifications and alerts

Report

- A customisable and powerful reporting solution for contact centre payment environments

- Granular visibility of all inbound and outbound call metrics that pass through Sycurio.Voice

- Success and failure rates for data capture and payment transactions

- Compare live and historic payment and agent performance data

- Full set of pre-configured dashboards with flexibility to change appearance, refresh rates and reporting periods

- Raw data access for business intelligence (BI) applications

Secure Browser for rapid client integrations.

Diversify your service offerings and extend your control of PCI DSS compliant payments to encompass partner interactions.

Eliminating any need for costly system integration, Secure Browser enables outsourced contact centres, in-house customer support teams and merchants to securely take payments on behalf of others via third-party websites and confidently deliver a seamless experience for customers.

Acting as a powerful extension to our Sycurio.Voice solution, Secure Browser enables your agents to access designated web-based payment pages and CRM systems of commercial partners using a locked and highly restricted web browser. The customer's payment card information can then be inserted onto specified website pages using Sycurio.Voice.

Sensitive data entered using Secure Browser cannot be copied, is not visible in the browser code and screenshots cannot be taken. As with all Sycurio. Voice secured transactions, it completely bypasses the agent and the network, making the interaction fully PCI DSS compliant.

- **An optional feature of Sycurio.Voice that enables outsourcing partners to operate as an extension of their clients**

- **Easy to deploy codeless PCI DSS compliant payment integration**

- **Enables agents to up-sell and cross-sell from multiple websites**

- **Simplifies the complexity and security requirements of modern service interactions, protecting consumers, service providers and merchants**

Sycurio.SecureBrowser

WWW.

70% of consumers state **speed, convenience, helpful employees and friendly service matter**[4]

Unrivalled knowledge, dedicated support.

As a trusted global information security company with international security accreditations and Level 1 PCI DSS Service Provider status we have unrivalled experience in delivering innovative transaction solutions that protect our customers' data and ultimately, their reputations.

Our Professional Services team can advise, design, and execute the most effective solutions to secure your payment and transaction infrastructure.

Working on the frontline alongside your network, operations and security teams, our Support and Customer Success groups give you fluid and direct access to our technical resources and deep systems knowledge. Ensuring your systems stay optimised to assure delivery of a frictionless customer experience.

24/7/365 critical incident support team.

Our support and professional services options include:

- 24/7/365 critical incident support team
- Post-incident reviews and health checks
- Customisations and change control management
- Maintenance, patch and upgrade scheduling
- System health monitoring
- Account reviews and customer success service management
- Payment systems solution design and architecture

Sycurio.
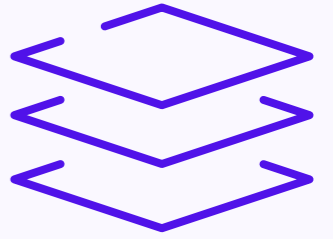
The perfect package.

Sycurio's product and support packages are designed to ensure every business can deliver secure omnichannel transactions 24/7 for their customers, whatever their size.

Essentials is perfect for organisations that need rock-solid protection but don't have complex environments.

Our Enhanced offering adds speech recognition, IVR integration capabilities and wider support capabilities - making it ideal for those with broader requirements.

Finally, our Enterprise package delivers everything large and complex organisations need to design and manage their global payment transaction infrastructure.

Essential

Sycurio's market leading data security solution for payment transaction processing.

Ideal for businesses with less complex payment and secure transaction processing needs.

20-100 agents.

Enhanced

Everything from the Essential package with additional features and services for larger, more complex business needs.

Designed for organisations with broader or more dynamic payment and secure transaction processing needs.
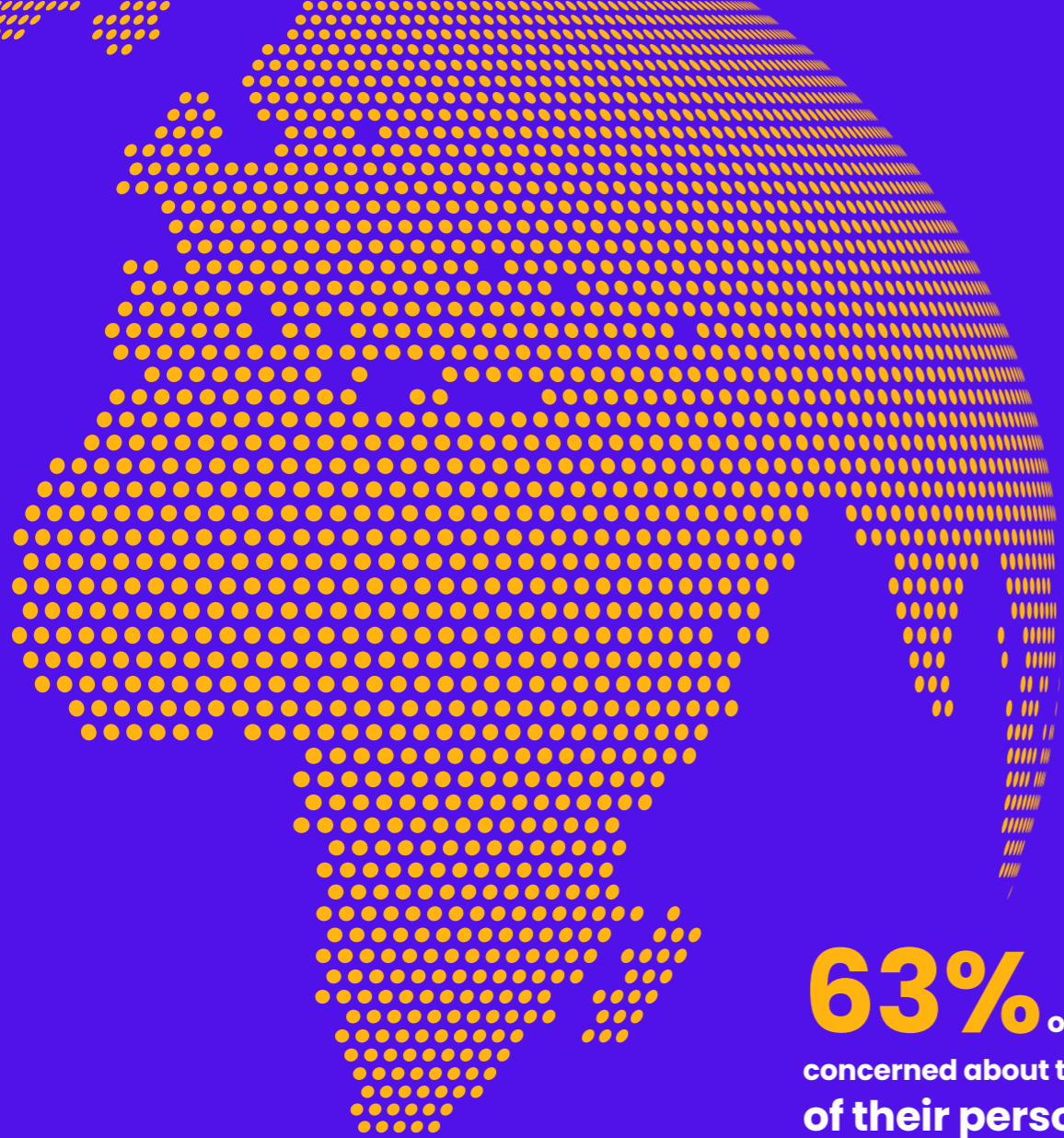
100-1000 agents.

Enterprise

Our most comprehensive and fully featured package with additional dedicated customer success and professional services support to address the most complex customer needs.

Best for larger enterprises or dynamic high growth businesses with extensive payment and secure transaction processing needs.

1000+ agents.

A single solution for frictionless payment and transaction experiences for every business.

Sycurio.
A globally trusted security partner.

In a world where payments and customer interactions are increasingly digitised, we help businesses put data security and protection at the heart of everything they do.

We've come a long way since our inception in 2009, when our pioneering technologies first revolutionised how call and contact centres enable compliant and secure telephone payments. Over the years, we've continued to innovate.

Today our best-in-class data security solutions and services help organisations transform and simplify how they manage consumer data protection, regulatory compliance and payment security. So they can safeguard every customer interaction in every channel – and deliver a standout customer experience that builds consumer trust and loyalty.

By listening to our customers and partners – and anticipating their needs – we continue to enrich our portfolio of solutions. Ensuring they can transition with confidence into a digital-first world.

63% of consumers are concerned about the **security of their personal data** when paying for goods and services[8]

71% of consumers believe it is the **responsibility of companies** to provide them with the tools needed to **protect their privacy, security and reputation online**[7]

Sycurio has achieved the leading security and payment certifications:
ISO 27001:2013, UK Cyber Essentials certification, PA-DSS certification for Sycurio.Voice, PCI DSS Level 1 Service Provider, registered Visa Level 1 Merchant Agent and Mastercard Site Data Protection (SDP) Compliant Registered Service Provider

Contact us now to find out how we can simplify and secure your customer payment and personal information transactions.

Sycurio. Everything you need.
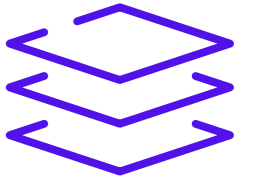
Choose what you need: ✓✓ Sycurio.Voice&Digital ✓ Sycurio.Voice ✓ Sycurio.Digital

Protected channels

Contact Centre	Remote Agent	IVR System	Email	SMS	Chatbot/Voicebot

E&M Commerce	Native App	Web	Social Media	iFrame	QR Code

Secured data types

Payment Card Data	Bank Account Data	Personal Data

Payments & transactions

Voice Payments	Digital Payments	Personal Data Transactions

Powerful features

Speech Recognition	IVR Integration	Secure Browser	Reporting	Monitoring

Flexible deployment

Cloud	Hybrid	On-Premises

Seamless integrations

PSPs	CRM	Telephony	CCaaS Solutions	UCaaS Solutions

Comprehensive API

Sycurio.Voice API	Sycurio.Digital API

		Essential	Enhanced	Enterprise
Protected channels	Voice	•	•	•
	Digital	•	•	•
Protected data sets	Credit & debit card transactions	•	•	•
	Bank account (ACH & Direct Debit) transactions	•	•	•
	Personally identifiable information (PII) transactions			•
Voice features	Speech recognition		•	•
	IVR payment integration		•	•
	Secure browser option	Option +	Option +	Option +
Digital channels & features	Support for all digital channels	•	•	•
	Cloud application for payment link management	•	•	•
	Digital API	•	•	•
CRM and Payment Systems integrations	Access to all supported CRM integrations (inc Salesforce, Epic)	•	•	•
Payment service provider integrations	Access to 60+ PSPs	•	•	•
Telephony & Carrier integration	Access to all supported carrier and telephony services	•	•	•
CCaaS & UCaaS integrations	Access to all supported solutions	•	•	•
Deployment options	Cloud	•	•	•
	Hybrid / On-Premises			•
System health monitor	System health monitor service & dashboard			•
Reporting	Transaction data access	•	•	•
	Transaction reporting dashboards		•	•
Support services	24/7/365 response for critical events	•	•	•
	Scheduling, change control and service operations	Standard	Managed	Preferential
Professional services	Annual credits & discounted rates for professional services activities		•	•

Ready for a demo?

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1-4. PWC: The Future of CX
5-8. The Deloitte Consumer Review: Navigating Cyber Risks.

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