



Customer success story

“Safety is our highest priority, and that goes for our customer’s payment information too. That’s why we wanted a secure payment solution that would really work, was easy to install and is simple to run. We found it with Eckoh CallGuard.”

Brian Yost, Manager, Enterprise Network Services, AmeriGas

Using CallGuard to demonstrate that customer payments are as secure as their propane gas deliveries.



PROFILE: Industry: Oil & Energy Employees: 8,500 Revenue: £2,248.9m

BUSINESS

Largest propane gas company in the USA operating two data centres, one contact centre and 2,500 distribution centres.

CHALLENGE

De-scoping parts of the contact centre to ease the burden of PCI DSS compliance and ensure the security of customer payments.

SOLUTION

CallGuard Audio
Tokenisation On-site.

BENEFIT

1. De-scoping of agents, recordings and VOIP
2. Agents stay in contact throughout
3. No system changes or integration
4. Nothing for criminals to steal.

Business

AmeriGas is a propane gas company headquartered in King of Prussia, Pennsylvania. They were established in 1959 and today are the nation's largest retail propane marketer, delivering from more than 2,500 distribution locations, to approximately 1.8million customers, across

all 50 states. Their aim is to deliver the safest, most reliable and most responsive propane service in the nation.



The challenge

Given the size of the customer base and the volume of card payments made through their contact centres, it was important for AmeriGas to be able to demonstrate that its security-minded approach to business extended to its customers' sensitive payment card data as well.

As such, it needed to achieve compliance with the Payment Card Industry Data Security Standard (PCI DSS) which is required by the card companies in order to store, transmit or process payment card data.

Due to the rigors of compliance with PCI DSS, AmeriGas wanted to remove their calls, call recordings and VOIP network for their data centres, distribution centres and contact centre from the scope of the audit. Recognising that this was not their primary business focus they sought to harness the expertise of a market-leading secure payment provider. Their stated mission is to be America's safest and most reliable propane company and they wanted to extend that to securing their clients' payment data.

The solution

Eckoh's solution involved the implementation of its patented CallGuard Audio Tokenisation solution because it is the simplest and most secure solution available on the market today. It allows AmeriGas to take cardholder data securely over the phone without changing their systems or processes.

When a customer keys in their card details using their phone's keypad, this generates audio tones (DTMF digits) which match the card number. The audio tokenisation instantly replaces these tones with different tones to create placeholder data. This is then entered into the agent's payment screen. As the placeholder data is not real card information it can be stored safely and is meaningless to anyone trying to steal it.

CallGuard Audio Tokenisation is extremely easy to implement as it does not need complex integration or changes to databases, processes or security systems. Eckoh replaced AmeriGas' Point to Point Encryption (P2PE) devices with a secure payment solution that removes more of the burden of PCI DSS compliance.

The value

- De-scoping of agents, call recordings and VOIP network
- Reduces the impact of a data breach as no meaningful data is stored
- No system changes or complex integration
- Agents can stay in contact with the customer throughout the call
- Replaced their P2PE terminals (point to point encryption terminals).
- AmeriGas agents now have a friendly, easy and secure solution.