

# Compliance vs security ...what's the difference?

While compliance and security are often related, compliance is focused on meeting specific requirements and standards, while security is focused on protecting against threats and vulnerabilities.



## Compliance

An organization may be compliant with certain regulations but still have vulnerabilities in its security systems.

VS



## Security

On the other hand, an organization may have robust security measures in place, but still fail to meet certain compliance requirements.

## Contact centers at risk

Organizations need to prioritize both compliance and security to protect their people, customers, assets and operations effectively.

Did you know?

**Humans** account for **82%** of data breaches

**83%** of organizations have had more than one breach

**89%** of US contact centers will continue to have home-working agents

**\$4.4 Million** is the average cost of a data breach



## What security threats do Contact Centers face?



### Cyber-attacks

Contact centers may be targeted by cybercriminals seeking to gain access to sensitive customer data or disrupt operations. This can include attacks such as ransomware, phishing scams and other forms of malware.



### Social engineering attacks

Contact center employees may be targeted by attackers using social engineering tactics, such as pretexting or phishing, to trick them into divulging sensitive information or taking certain actions.



### Data breaches

Contact centers handle a large amount of sensitive customer data, making them vulnerable to data breaches. These breaches can occur when unauthorized individuals gain access to customer data and can result in the loss or theft of this data.



### Fraud

Contact centers may be targeted by individuals seeking to commit fraud, such as by making false insurance claims or attempting to obtain confidential information through deceit.

To protect against these threats, it's vital to have robust security measures in place and to educate employees on identifying and preventing them.

## How can you secure my customer contact center?

There are a number of steps you can take to secure your customer contact center:

### 1. Leave nothing for attackers to steal:

Remove and prevent sensitive data from entering, or being stored within, your organization. Eckoh's Security Suite enables customer card payments in multiple channels.

### 4. Implement strong passwords and password management:

Ensuring that your employees use strong passwords and that these passwords are managed securely can help prevent unauthorized access to customer data.

### 5. Create a culture of security:

Educating your employees on best information security practices, such as identifying and preventing phishing attacks, can help protect your contact center from cyber threats.

### 8. Become compliant with relevant regulations and standards:

Make sure to comply with any relevant regulations and standards, such as the California Consumer Privacy Act (CCPA) and the Payment Card Industry Data Security Standard (PCI DSS), to ensure that your contact center is secure.

### 2. Implement robust network security:

This can include measures such as firewalls, intrusion prevention systems and network segmentation to protect against cyber-attacks.

### 3. Implement data security measures:

This can include encrypting sensitive data, using secure servers and storage systems, and implementing access controls to ensure that only authorized personnel can access customer data.

### 6. Implement security measures for remote workers:

If your contact center employees work remotely, make sure to implement security measures such as virtual private networks (VPNs) and secure remote access systems to protect against cyber threats.

### 7. Implement incident response and disaster recovery plans:

Having a plan in place for responding to and recovering from cyber incidents or natural disasters can help protect your contact center and minimize disruption to operations.

## Why work with us?



Eckoh's Security Suite processes \$2.4 billion in secure card payments each year



Prevent data from being stolen, avoiding millions in unexpected costs



PCI DSS level 1 compliant since 2010 – the longest in the industry



Secure all channels in your contact center with technology that wraps around your existing tech stack

