

PCI DSS Compliance for Contact Centres

Managed CPE Services From Semafone A Flexible Approach for On-Premises Deployments

Take Your Entire Network Out of Scope for PCI DSS

Keeping your contact centre environment PCI DSS compliant is no easy task, especially if your business uses next-generation SIP and VoIP services.

From a PCI DSS perspective, understanding where your responsibilities and obligations begin and end is vital. Especially when it comes to initiating PCI controls to protect sensitive cardholder data within your VoIP, telephony and data network.

While our standard Cardprotect CPE deployment ensures your entire infrastructure downstream of the Semafone solution is out of scope for PCI DSS, any network components upstream of Cardprotect – such as the Session Border Control (SBC) and firewalls – will still be in scope.

Securing and maintaining PCI controls across this upstream estate is a costly and time-consuming business – and that's where Semafone can help.

Cut Through the Complexity with our Managed CPE Service Options

Unlocking the cost efficiency and scalability of IP voice and data communications depends on having a direct and secure gateway to SIP service providers – and an SBC and firewalls are a must have.

Crucial for securing your SIP trunk and voice network from malicious attacks, SBCs also enable that all important interoperability between your phone systems and ensure the audio quality of IP voice traffic is never compromised.

However, these essential VoIP gateways need to be protected with PCI DSS controls – as will any SIP-based network services connected to the SBC. And that's where things can get very complicated indeed.

Semafone's Managed CPE Services cut through the complexity to give you a robust and compliant infrastructure that keeps your customers' card-not-present (CNP) transactions fully protected, while taking your network, SBC and contact centre out of scope for PCI DSS.

Streamlined No-Nonsense Approach

Our services establish a 'security guard' at the border of your IP network that protects against attacks, delivers secure and reliable SIP trunking services and data connections, and establishes PCI secure zones that take your entire network out of PCI DSS scope.

To maximize your opportunity for descopeing all elements of your network, Semafone's Managed CPE Services feature a choice of flexible options. Select one service, or combine, to create a solution that exactly meets your business goals:

- **Managed SBC – take your SBC out of scope for PCI DSS controls**

We locate our solution upstream of your telephone network, so your SBC only receives 'clean' (i.e. with card data removed) telephone traffic.

- **Managed Access – take your firewall out of scope for PCI DSS controls**

Eliminating the need for data access through your firewall, we implement a direct secure and managed data connection to the Semafone system for your PSP, capture page and API integration access traffic. It's an approach that eliminates any concerns regarding VPN access.

- **Managed Hardware – reduce and control IT costs**

We supply, install and directly manage all on-site CPE elements – including the SBC. Eliminating the need for you to dedicate time, people or resources to these tasks.

Semafone's technical expertise in the design, planning, implementation and ongoing management of PCI secure zones ensures your network, contact centre applications and infrastructure are kept out of scope for PCI DSS.

Gains

Freeing you to focus on more strategic activities, Semafone's Managed CPE Services take away the burden of PCI DSS by removing all of your network – including your SBC and firewalls – from scope.

Managing the protection of incoming and outgoing VoIP traffic, while descopeing your entire payment environment from PCI DSS, Semafone's service options build to give you a fully managed solution that:

- Simplifies budgeting and resource allocation
- Reduces capital expenses – eliminating the need to invest in CPE hardware
- Gives you a fixed, predictable, monthly Opex charge
- Resolves the cost and complexity associated with PCI DSS compliance
- Eliminates PCI DSS scope for organizations using VoIP and SIP trunks

Semafone can help you cut through the complexity of PCI DSS compliance. Contact us now at **0845 543 0822** or info@semafone.com and we'll show you how.

secured by  **semafone**®

Managed **CPE Services**

