

Syntec Press Release, 21st September 2015

Syntec

Integrated contact centre systems

Compliance Integration gives Syntec the edge in Cloud Contact Centre systems

Leading contact centre solutions provider Syntec has extended its philosophy of an integrated approach not only to its range of contact centre management software and telecoms services, but also to the management of business improvement and compliance.

The forward-thinking company has adopted integration of the three main compliance systems running throughout all Syntec operations by combining ISO 9001 for quality of service, with ISO 27001 for information security management and PCI DSS level 1 v3.1 for protection of payment card data (one of the first organisations to be audited against this new, updated standard).

Colin Westlake, Managing Director, said “We are gaining value for ourselves and our customers by adopting this integrated approach. So when we do something in the business we don’t just look at what the commercial aspects are, we now also examine and minimise any potential security risks”. He went on to say “We are achieving real savings in administration and also valuable information to help us be an even better quality company”.

Colin was speaking on the award by BSI of the IEC/ISO 27001-2013 standard to Syntec, further to its previous achievement of ISO 9001 and also PCI DSS level 1 against the rigorous new v. 3.1 requirements

Simon Beeching, Business Development Director added: “It was time to put our money where our mouth is by adopting an integrated approach to our own business just as we encourage our Contact Centre customers to do”. “We can already see real benefits and are looking forward to our continued development in this competitive marketplace”. “Integration gives us the edge”

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Company background

Syntec Ltd is an independent, Ofcom-regulated UK network operator. Since 1998 Syntec has provided a full range of network-level telecoms services to a wide range of clients in the UK and internationally.

Syntec has also now developed into one of the UK's leading managed service providers for Contact Centres, with a proprietary suite of multi-tenanted hosted solutions driven by client needs.

Syntec's integrated contact centre systems include:

Syntec Telecom: network-level innovation

AgentCall: cloud contact centre management services

CardEasy: PCI-secure 'keypad payment by phone'

ResponseTrack: to measure marketing & improve customer service

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