

Syntec partners with Worldpay for secure CardEasy phone payment processing

London, 1st September 2014 – [Worldpay](#), a global leader in payment processing, risk and alternative payments, and [Syntec](#), a leading cloud call centre management service provider, have agreed a global partnership which will enable businesses to accept telephone card payments securely without compromising end-user experience. The joint offering has already been deployed by Miele, a leading premium domestic and commercial appliances manufacturer.

CardEasy 'keypad payment by phone' reduces business operating costs by enabling phone card payment acceptance without the sensitive card information being visible to call centre agents, or audible via call recordings. The customer enters their card numbers using their phone keypad and the information is sent via the CardEasy system to Worldpay for secure payment processing.

The card details bypass the sales agent, providing customers with peace of mind and allowing businesses to remain PCI DSS-compliant when taking card payments by phone.

Paul Aram, IT Manager at Miele says: "Miele selected Syntec's pioneering, hosted CardEasy system integrated with Worldpay, to maintain customer service whilst de-scoping us from large sections of PCI DSS regulations which otherwise require significant cost and effort to satisfy".

Kevin Dallas, Chief Product and Marketing Officer, Worldpay eCommerce, says: "Worldpay is a recognised leader in security and risk. Our joint proposition with Syntec offers a secure transaction service while removing the need for call centres to have onerous annual PCI audits. Worldpay's secure gateways can process more than 200 transactions per second, meaning Syntec customers will experience a seamless experience throughout the transaction process."

Simon Beeching, Business Development Director at Syntec says: "We are delighted to have been selected by Miele for the CardEasy system and integration with our other contact centre management systems. Combined with Worldpay's proven international experience in payment processing, we are able to facilitate our client's needs for secure phone payments via our cloud-based system, as well as scale up the service as we continue to grow globally."

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About Syntec

Syntec is an independent provider of network, telecommunications and cloud contact centre management services for businesses, government, service providers and resellers. Established in 1998, Syntec operates its own switches, transmission equipment and secure servers via a highly resilient high capacity network, as well as hosted managed services for clients across the UK as well as internationally.

www.cardeasy.com

YouTube: www.cardeasy.com/worldpay/video

www.syntec.co.uk

About Worldpay

Worldpay is a leading global provider of payment and risk services, processing millions of transactions every day. Worldpay is a unification of seven leading retail payment solutions and offers a range of services including acquiring, gateway, alternative payments, risk management, and mobile payments. Worldpay became an independent company in December 2010. www.worldpay.com

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