

CAS

Business Services

CAS Case Study

Challenge

CAS needed to securely process customer payments over the phone while maintaining high standards of customer service. Their existing process involved agents directly handling sensitive card details, which created security risks and PCI DSS compliance burdens. They sought a solution that would remove card data from their environment without compromising the personal touch that was central to their customer service ethos.

Solution

Paytia implemented their secure virtual terminal and payment links solution. The virtual terminal allows CAS agents to remain on the call with customers while the customers enter their card details securely via their telephone keypad. The payment links functionality provides an additional option for customers who prefer to complete their payment at a later time. Both approaches ensure that sensitive card data never enters the CAS environment or systems.

Results

The implementation successfully eliminated all card data from CAS systems, removing them from PCI DSS scope. Customer payment options were expanded to include both real-time telephone payments and convenient payment links. Support calls related to payment issues decreased by approximately 25% as the streamlined process reduced customer confusion. The solution maintained the personal customer service experience while enhancing security and reducing administrative overhead.

"The Paytia solution provides our customers with a convenient and secure way to make payments. It enables us to keep card data out of our environment and off our systems altogether."

— CAS

Implementation & ROI

CAS

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Implementation Time

2-3 weeks

Return on Investment

25% reduction in payment-related support calls