Common Capture Service for Hybrid Work Environments

Insure and Go

Insurance

Challenge

Insure and Go's call centre using Digi-desk by Citrus telecom faced the critical security challenge of agents capturing real payment card details during customer calls for travel insurance purchases, policy modifications, and emergency claim payments. With strict PCI DSS compliance requirements and the constant risk of data breaches, the company needed to completely eliminate card data exposure from their agent workstations and business systems while maintaining efficient customer service for urgent travel insurance needs.

Solution

Paytia deployed a unified common capture service that seamlessly integrates with Insure and Go's Digi-desk infrastructure across all locations. The centralized platform ensures identical DTMF tone collection and security protocols whether agents work from headquarters or home offices. Customers experience the exact same payment process while agents maintain familiar workflows regardless of their physical location.

Results

Insure and Go achieved 75% PCI compliance scope reduction across all agent locations with complete work location flexibility. The common capture service enabled seamless hybrid working while maintaining consistent customer experiences. Remote worker productivity matched office performance as all agents accessed identical secure payment capabilities through their Digi-desk systems.

"The common capture service means our customers get the same secure payment experience whether our agent is in the office or working from home. Complete location transparency with total security."

Â— Â— Insure and Go

Implementation & ROI

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Implementation Time

4-6 weeks

Return on Investment

75% reduction in compliance costs