

One Call Insurance

One Call Insurance compares car, home, van and travel insurance from a panel of trusted insurance brands. The company also offers a range of additional insurance products and services including breakdown, short-term and learner driver insurance.

One Call Insurance has six locations across the UK with two main contact centres situated in Doncaster, one of which is for its broker operation and the other handling claims for its in-house business. There is a total of 400 contact centre staff based in Doncaster, along with a further 300 spread around other sites including Liverpool, Derby and Reading.

The Challenge

A team of 700 agents, located at multiple contact centres, handle between 15-16,000 card transactions a month. One Call Insurance is committed to ensuring any card payments taken over the phone are processed in a secure and compliant manner. Therefore it needed appropriate processes in place to meet the requirements of the Payment Card Industry Data Security Standard (PCI DSS).



Overview

Challenge - Achieving PCI level 1 compliance

With a multi-site contact centre operation, handling as many as 16,000 card transactions a month, One Call Insurance needed active systems controls in place to reduce the risk of financial crime.

Solution - Secure phone payments

One Call Insurance selected Callstream's PCI compliance system that is integrated with its CRM system and payment gateways. An advanced outbound dialler solution was later adopted to support business development.

Outcome - Complete peace of mind

Ability to take telephone payments and record all calls, while achieving PCI compliance. This has provided peace of mind that all card payments are processed securely to protect sensitive data and ultimately reduce fraud.



The Solution

In 2014, One Call Insurance adopted Callstream Vault, the most comprehensive cloud-based PCI Level 1 certified solution currently available for the contact centre environment. The application has been integrated with the company's back-office CRM system that uses multiple payment gateways.

By removing the need to store card details on-site and enabling compliant call recording, Callstream Vault has removed the hassle of conforming with PCI DSS and helped achieve significant cost savings. Moving forward, One Call Insurance will use the advanced reporting capabilities of the solution to gain added operational insight and business intelligence, which can then be shared with relevant stakeholders within the business such as directors and the sales management team.

One Call Insurance has subsequently implemented an advanced outbound dialler solution from Callstream to support its business development activity. Callstream Midas is used to distribute incoming leads from insurance aggregators, allowing potential customers to be contacted quickly and efficiently to increase the sales conversion rate. Policy renewal lists are loaded into the dialler, so agents are automatically connected to existing policyholders with supporting details – name, premium, policy details – available on-screen.



“ Callstream has enabled us to achieve the necessary PCI compliance simply and effectively. Their highly-skilled team of professionals are always on hand to help and deliver superior levels of customer service. ”

Ian Davies,
Head of IT Operations,
One Call Insurance

Outcomes

👍 Simple and hassle-free PCI-compliance

👍 Increased sales lead to closure ratio

👍 Protection against the risk of credit card fraud

👍 Improved policyholder experience and retention levels

👍 Secure phone transactions for added peace of mind