

# G-Cloud15

## Service Definition

### Access PaySuite

### Agent Assisted Call

### Centre payments for

### local government,

### housing, health and

### education

# Contents

<b>1</b>	<b>Service Overview</b>	3
<b>2</b>	<b>Onboarding</b>	10
<b>3</b>	<b>Additional Service Options</b>	12
<b>4</b>	<b>Service &amp; Support Management Details</b>	14
<b>5</b>	<b>Account Management &amp; Customer Success</b>	17
<b>6</b>	<b>Backup and Disaster Recovery</b>	17
<b>7</b>	<b>Business Continuity</b>	18
<b>8</b>	<b>ISO27001 Accreditation</b>	18
<b>9</b>	<b>Development Life Cycle</b>	19
<b>10</b>	<b>Technical Requirements</b>	19
<b>11</b>	<b>Service Constraints</b>	20

## 1 Service Overview

### Agent Assisted Call Centre - Secure Payment Processing Solution

#### What we do

Agent Assisted Call Centre is a secure, browser-based payment platform that enables public sector organisations to process payments by phone, face-to-face, and online while maintaining full PCI DSS Level 1 compliance. The solution completely removes sensitive card data from your infrastructure by processing all payments through our secure hosted environment.

#### Who it's for

- Local authorities and councils managing citizen / customer payments
- Contact centres processing high-volume transactions
- Public sector organisations seeking to reduce PCI compliance costs
- Teams handling sensitive payment data requiring GDPR compliance
- Departments processing mixed payment types (benefits, council tax, parking, licensing)

#### Key benefits

- **Reduce compliance costs by up to 70%** - Remove card data from your infrastructure entirely
- **Process payments 40% faster** - Unified platform for all payment types (card, cash, cheque, Open Banking)
- **Zero hardware investment** - Browser-based solution works on existing devices
- **Deploy in under 2 weeks** - Pre-configured templates for common public sector use cases
- **Single view of all income** - Consolidated reporting across all payment channels

#### Core capabilities

##### Payment Processing Features

- **Multi-fund transactions:** Process multiple services/departments in a single payment
- **Split payments:** Accept partial payments across different methods
- **Account validation:** Real-time balance checks and account verification
- **Reference validation:** Check digit validation for accurate data entry
- **Service catalogues:** Pre-configured fast pick lists for common payment types per department

- **Dynamic fee calculation:** Automatic surcharges, discounts, and VAT calculations
- **Payment methods supported:**
  - Debit/credit cards (all major schemes)
  - Chip & PIN devices (integrated and standalone)
  - Contactless, Apple Pay, Google Pay
  - Cash and cheque with drawer reconciliation
  - BACS/Direct Debit integration
  - Open Banking instant payments
  - Postal orders

## Security & Compliance Functions

- **CallSecure technology options:**
  - **CallSecure:** End-of-call DTMF entry - agent transfers to automated line
  - **CallSecure Plus:** Mid-call pause - agent stays in voice communication throughout but does not hear nor see any sensitive card details
  - **KlickPay:** SMS/email payment links sent during or after call
- **Role-based access control:** Department-specific permissions and service visibility
- **Windows Active Directory integration:** Single sign-on with existing credentials via Access Identity SSO
- **PCI DSS security features:**
  - Card number masking (showing only last 4 digits)
  - No storage of CVV codes
  - Automatic session timeout after 10 minutes
  - Password complexity rules and 90-day expiry
  - Failed login lockout after 3 attempts
- **Full audit trails:** Every action logged with timestamp and user ID

## Advanced Payment Features

- **Planned Payment Module (PPM):**
  - Create weekly/monthly/custom payment schedules
  - Percentage-based instalments (e.g., 10% month 1, 20% month 2)
  - Automatic retry on failed payments
  - Customer self-service schedule amendments
  - Bulk schedule creation from CSV import
- **Stored Card Facility:**
  - Tokenised card storage for returning customers
  - Customer-initiated card updates
  - Automatic expiry notifications
  - PCI-compliant card data vault
- **Request for Payment:** (KlickPay) / (Collections Portal)
  - Generate unique payment links with reference pre-populated
  - Set expiry dates on payment requests
  - Track click-through and completion rates
  - Automated reminder sending

## Integration & Management Functions

- **Real-time posting:** Transactions immediately visible in Income Management
- **Automated reconciliation:**
  - End-of-day till balancing by user, location, or department
  - Automatic exception reporting for discrepancies
  - Bank file generation for finance systems
- **Search and refund capabilities:**
  - Full or partial refunds with reason codes
  - Batch refund processing
  - Refund authorisation workflows
  - Original transaction linking
- **Portal integration (Paye.net Portal):**
  - RESTful API for third-party systems

- Pass customer data securely to payment pages
- Real-time payment confirmation back to source system
- Support for complex basket contents
- Webhook notifications for payment events

## Reporting & Analytics

- **50+ standard reports including:**
  - Daily transaction summaries by department/user/payment type
  - Reconciliation reports with variance analysis
  - Failed payment analysis with reason codes
  - Payment trend analysis and forecasting
  - User activity and productivity reports
  - PCI compliance reports for auditors
- **Custom report builder** using SSRS
- **Automated report scheduling** via email
- **Real-time dashboards** for supervisors
- **Data export options:** CSV, PDF, Excel, and more

## User Interface Features

- **Smart form design:**
  - Auto-complete for known customers
  - Address lookup integration (Balance integrated database)
  - Mandatory field validation
  - Context-sensitive help text
- **Receipt management:**
  - Dynamic receipt generation based on transaction type
  - Multiple copy printing for signatures
  - Email/SMS delivery via GOV.UK Notify
  - Custom branding with logos and messages
  - Window envelope formatting
- **Multi-location support:**
  - Location-specific payment options

- Geographic restrictions on services
- Different receipt formats per location

## How it works

### For Contact Centre Agents:

1. Agent logs in through web browser with AD credentials
2. Customer provides reference or agent searches by name/address
3. System displays account balance and valid payment options
4. For card payments, agent can:
  - Use CallSecure to transfer customer to secure IVR
  - Use CallSecure Plus to keep customers on the phone whilst entering secure card details
  - Send KlickPay link for customer to complete independently
  - Process card-present payment via integrated Chip & PIN
  - Process customer-present payment using Cash / Cheque
5. Receipt automatically generated and sent via customer's preferred channel
6. Transaction posts immediately to Income Management

### For Supervisors:

1. Real-time monitoring dashboard shows all active sessions
2. View transaction volumes and values by team/individual
3. Authorise refunds and handle exceptions
4. Run ad-hoc reports for service enquiries
5. Perform end-of-day reconciliation and cash drawer checks

## Technical specifications

- **Browser compatibility:** Edge, Chrome, Firefox (latest 2 versions)
- **Bandwidth requirements:** 256kbps per concurrent user
- **Response times:** <2 seconds for payment authorisation
- **Concurrent users:** Supports 1000+ simultaneous agents
- **Integration methods:** REST API, SOAP, SFTP, Direct database
- **Database:** SQL Server with real-time replication
- **Hosting:** UK-based Tier 3 data centres with 99.99% SLA

## Measurable outcomes

- **95% first-call payment resolution** through integrated account lookup
- **3-minute average transaction time** including receipt generation
- **99.99% platform availability** with 24/7 monitoring
- **100% PCI compliance** maintained without on-site audits
- **30% reduction in payment processing costs** through automation
- **85% customer satisfaction** scores from payment experience surveys

## Pricing models

- **Transaction-based pricing:** Pay per successful transaction (volume discounts available)
- **Tiered volume discounts:** Reduced rates above 10,000 monthly transactions
- **Bundle options:** Combined pricing with Income Management and other PaySuite modules
- **No setup fees** for standard configurations
- **Transparent pricing:** No hidden gateway charges or PCI compliance fees

## Compliance standards

- PCI DSS Level 1 Service Provider (annual on-site audit)
- ISO 27001:2022 certified data centres
- ISO 42001:2023 AI Management and Security
- GDPR/Data Protection Act 2018 compliant
- WCAG 2.2 AA accessibility standards
- Cyber Essentials certified
- PSN/HSCN compliant connectivity
- Payment Services Regulations 2017 compliant

## Why buyers choose this service

- **Rapid deployment:** Most councils operational within 10 working days
- **Risk mitigation:** Completely removes card data from your environment
- **Cost certainty:** Transparent pricing with no hidden charges
- **Proven track record:** Processing over £2bn+ annually for 150+ UK councils
- **Future-ready:** Supports emerging payment methods including Open Banking

- **Vendor lock-in protection:** Open APIs and standard data formats for easy migration

## Support included

- UK-based support team (8am-6pm weekdays)
- Dedicated implementation manager
- Comprehensive staff training programme (remote or on-site)
- Training materials and video tutorials
- Regular security updates and patches
- Annual PCI compliance support and documentation
- Monthly service review meetings

## Optional add-ons

- **24/7 support:** Extended hours for critical services
- **CallSecure Plus:** Enhanced mid-call security
- **Advanced fraud detection:** Machine learning fraud prevention
- **Custom integrations:** Bespoke API development
- **Additional training:** Refresher courses and new starter packages
- **Disaster recovery:** Secondary site failover (RPO 15 mins, RTO 1 hour)

---

## 2 Onboarding

### Access Implementation Methodology (AIM)

Our consultants follow a 4-phase, 12-step process and we propose a scale of project, management and administration that's appropriate for your specific needs. From evaluation, planning and design, through to implementation of your business solution.

#### Phase 1, Pre-project planning

##### Step 1: Needs analysis

After detailed consultation we will clearly define your needs in a proposal document that identifies the benefits you will experience by updating your systems.

##### Step 2: Solutions demonstration

We will take you through a tailored demonstration of your proposed solution and work with you to agree which elements will be included in the initial project. We listen and

take account of all your feedback and will provide a quotation outlining the anticipated cost of your project.

### Step 3: Sales handover

Having finalised the project's scope and agreed commercial terms, we prepare a handover document from sales to the project team who will partner you throughout implementation. They will meet with all appropriate members of your team to ensure continuity throughout the process.

## **Phase 2, Configure & Install**

### Step 4: Definition

The Access project team will work with you to define the structure and control processes that will guarantee the success of your project. Documents that we provide you at this stage will cover all your project objectives, the full specification and success criteria. This gives total clarity over individual tasks and responsibilities to ensure you're fully informed going forward.

### Step 5: Solutions workshops

This step helps your project team become fully immersed in the proposed software. We map business processes to functionality so that you can understand how the solution will look and feel.

### Step 6: Confirmation of requirements

Following your feedback from the solutions workshops, we will confirm the detailed actions and solution components necessary to meet the project success criteria we identified earlier.

## **Phase 3, Training**

### Step 7: Configuration

The components identified in Step 6 are delivered and a User Acceptance Test (UAT) system is built ready for you to carry out a pilot test. We configure and tune all the variables within the system to match your specific requirements.

### Step 8: User Acceptance Test (UAT)

The UAT is conducted in a workshop environment for your staff against an agreed test plan. At the end of this step, you will be ready to go live.

### Step 9: Education

With a fully designed, installed and tested system now in place, we will train your staff on all relevant areas of the software. We are highly skilled at adapting our training to the learning styles of each of your staff members. We can train all of your staff or, if preferred, we will train your in-house trainers.

## Phase 4, Support

### Step 10: Go Live

The test system is converted into a live working environment ready for the processing of real-time business transactions. This is managed by a pre-agreed go live check list to ensure all possible circumstances are considered and addressed. We will be on-site to answer your questions and support your users throughout this time, helping them to get maximum clarity and impact from the software as they become increasingly confident.

### Step 11: Support handover

We prepare a handover document and deliver it to our ongoing support team. This document contains all the information our support consultants need to answer any future queries you may have.

### Step 12: Post project review

Your experience is extremely important to us. Shortly after you go live, we will request feedback on your experience of the implementation process to help us further refine our delivery processes. We then agree sign-off for the project.

## 3 Additional Service Options

The table below highlights the additional value-added services our solution can provide. Please take some time to review these.

### Open Banking

Open Banking is revolutionising the way customers and consumers make payments. It allows individuals to pay directly by bank transfer from their bank to another business or organisation's account.

Open banking payments offer a fast and secure way to make transactions without the requirement to input card details. Customers can conveniently select their bank from a list and authorise their purchase, streamlining the payment process. This method not only enhances speed and security but also provides a seamless and efficient way to conduct financial transactions.

The use of open banking payments facilitates quicker fund transfers, reduces the risk of errors and fraud, and simplifies the payment process for both consumers and businesses. Additionally, this method empowers users to manage their finances more effectively and gain greater control over their transactions.

---

## Access EVO

Access Evo is an AI-enabled software experience developed by The Access Group that unifies data and functions across their various business software products (such as Payments, Income Management, HR, Finance, Care Management, and Recruitment) into a single, integrated digital workspace. It is designed to boost productivity by automating routine tasks, providing instant insights, and simplifying workflows.

### **Key Features and Components**

Access Evo delivers its functionality through three primary experiences:

**Copilot:** An AI assistant that provides intelligent insights and answers natural language queries based on your organization's data and existing permissions. It can help with tasks like retrieving HR policies, generating email suggestions, or analysing sales data in seconds.

**Feed:** A personalized stream of intelligent alerts, notifications, and tasks aggregated from all connected Access products. It helps users manage their priorities and take action directly within the feed, reducing the need to switch between different applications.

**Spaces:** Collaborative, customizable dashboards where users can organize applications, track progress using dynamic overviews, share documents, and manage tasks with their teams.

### **Core Benefits**

**Increased Productivity and Efficiency:** By bringing all software and data together in one place and using AI to automate tasks, Access Evo aims to significantly reduce time spent on manual admin and switching between systems.

**Unified Data and Single Sign-On:** It provides a single user experience and login for all Access products, ensuring data consistency and breaking down information silos across departments.

**Enhanced Security:** Access Evo operates within a private, secure environment, ensuring customer data is never used in external AI systems like public ChatGPT. User permissions are maintained, so individuals can only access data they are authorized to see.

**Mobile Accessibility:** A dedicated mobile app allows users to access their feeds, use Copilot, and manage tasks on the go.

Pay by Link - KlickPay	<p>KlickPay enables you to securely process card payments in your contact centre, whether this is provided in a centralised location or via distributed home working. It removes all PCI factors from your payment processing, while enabling your staff to retain contact and conversation with your customer throughout the payment process.</p> <p>KlickPay is fully integrated with Paye.net, ensuring accuracy of payment capture and simplicity of use. It enables you to send the customer a secure SMS or email link for the customer to make an ecommerce payment, while remaining on the phone to your contact centre agent.</p>
Mid Call PCI Solution - CallSecure Plus	<p>The mid-call solution integrates with your SIP telephony solution, with the data side of the call routed via the securing solution while the voice part of the call continues down the normal channel. Alternatively, payment lines can be routed via the hosted service. Your staff member asks the customer to enter their card details using their telephone keypad. At no time does your staff member ask for, hear or see card information. They simply hear flattened tones and see * appearing in the given field. The end-call solution requires no integration with your organisation's telephony system as, at the point of card entry, the customer is transferred to the automated service where they are prompted to enter their card details. At this point, your staff member can watch the payment being progressed without seeing card details or can move on to the next call.</p>
End Call PCI Solution - CallSecure	<p>Your staff member captures customer details using PaySuite Agent Assisted Call Centre application up to the stage of card detail entry. At this point...</p> <p>The customer is advised by your staff member that, in order to help safeguard their card data, they will be transferred to a secure automated service to take their card details</p> <p>Your staff member accesses the CallSecure system and enters a session token presented on screen by</p>

the PaySuite Agent Assisted Call Centre application to initiate the secure call process

Your staff member now transfers the customer to the CallSecure automated service

Customer enters card details (card number, expiry date, card security code) using the telephone keypad – fund and account details are pre-populated. Customer is guided at all stages with pre-recorded prompts

Your staff member does not hear or enter card details, but is able to see on screen whether the payment was authorised or declined

Card data is not handled by or received on the local PC

Payment details are processed by PaySuite's Secure Bureau Service.

---

Direct Debit sign up	<p>Paye.net enables you to collect and validate account information before completing the Direct Debit mandate form on behalf of the customer. Bank details including bank account number and sort code are validated to ensure accurate data is sent via the PaySuite Direct Debit Bureau service which manages the Direct Debit processes.</p> <p>The PaySuite DDCMS service offers:</p> <ul style="list-style-type: none"><li>• Collections carried out in your own business name</li><li>• AUDDIS compliance</li><li>• Paper, mediated and web-based sign-up options</li><li>• Modulus checking – payers' bank details are validated at point of capture</li><li>• Increased visibility and control via real-time reporting</li><li>• Options to choose frequency of collections and a choice of collection dates.</li></ul>
----------------------	--

## 4 Service & Support Management Details

### Raising a Ticket

When contacting the Service Desk about any issue, you will need to provide as much information as possible including:

- Identify yourself
- The users, businesses or customer name this is affecting
- The specific product(s) affected
- The release version you are on including Service Packs or Hotfixes
- What impact this is having on your business in real terms e.g. deadlines
- Environmental issues that may be contributing factors
- A reference number (if calling about an existing matter)

As much detail as possible about what you are reporting including:

- Error messages (and the steps taken which cause the error message to appear)
- Time/date when these errors occur(ed)
- If the issue is intermittent or replicable, has this occurred more than once?
- Screenshots
- Which environments are affected e.g. Live/Test?. We will always strive to resolve your query immediately, but sometimes a deeper level of investigation is required. The time required to do this will depend on the complexity of the issue and the factors involved. It may be necessary to ask you a few questions to establish additional information or even to request a copy of some data for further investigation. While your case is being investigated, you can expect regular contact, with higher frequency depending on its priority.

Changes to a case status may be made in the following circumstances:

- Where you have been asked to provide further information, to test software, or to undertake any other action
- Where you or a third-party support agency has returned the case to PaySuite the severity will be re-assigned as deemed necessary.
- Where the significance of the fault diminishes, either because of partial fix or elimination of some elements, the case category may be downgraded.

### How we intend to resolve your issues?

#### Software Defects

If we determine that a problem or fault reported by the customer relates to PaySuite software, we will attempt to provide a solution. The solution may take the form of additional corrective software or an updated version of PaySuite software in which the problem has occurred. We will use reasonable endeavours to provide a full resolution when the next version of the relevant PaySuite software is released. Incident resolution may take different forms e.g. advice, workaround or upgrade to later version regardless of whether this version is released yet.

### When will you respond to me?

We aim to resolve cases according to their Priority, usually with the most Urgent and Impactful cases being addressed first. The following is the Key Performance Indicator we use to target how quickly we aim to resolve an Incident or escalate it as a problem.

\*Target resolution time excludes delivery of product or software resolution.

Priority	Target Response Time
1	1 Hour
2	2 Hours
3	1 Working Day
4	2 Working Days

Priority	Target Resolution Time
1	4 Hours
2	1 Working Day
3	5 Working Day
4	10 Working Days

Priority Level	Examples
Priority 1 – System Down	A service interruption which has a critical impact on the activities of the authority; causes significant financial loss and/or disruption to the authority or results in any material loss or corruption of authority data.
Priority 2 Critical	A service interruption which can or could have a major (but not critical) adverse impact on the activities of the authority and no workaround is available.
Priority 3 - Major	A service interruption which has a major adverse impact on the activities of the authority which can be reduced to a moderate adverse impact due to the availability of a workaround.
Priority 4 - Low	Service or change request

## Service Levels

### Availability

Monthly Availability Target = 99.95%

3 Month Rolling availability Target- 99.95%



% availability of each managed service component is calculated as follows:

$$\frac{\text{Total Agreed Availability Hours} - \text{Unscheduled Outage Hours}}{\text{Total Agreed Availability Hours}} \times 100$$

### Notes

Total Agreed On-line Availability Hours is defined as 7 days by 24 hours minus any agreed scheduled maintenance periods.

Service outages caused by other service providers are excluded from this target e.g. loss of internet connection and other telecoms failures and links to 3<sup>rd</sup> parties.

## Alerts

We intensively monitor our service 24\*7 with real-time alerting of any problems with the service.

If a service-affecting issue is identified during business hours, a service notification email will be sent out to your list of company contacts, in addition to a public facing Status Hub advising of the issue and any subsequent updates pertaining to the issue. It is important that you supply and keep us updated with a list of contacts – you can do this by contacting the Service Desk.

## Notifications

At PaySuite, we aim to provide our customers with accurate information, advice and guidance regarding service and product related changes under the form of notifications.

These may be:

- New releases, software upgrades or weekly maintenance related work;
- 2-4 weeks' notice on changes that may impact your integration and require you to operate specific changes on your systems;
- Scheme, Vendor or Acquirer changes that may impact you;
- New products or changes to existing PaySuite products.

## Scheduled Maintenance

As we are continually improving our service, we have scheduled a regular maintenance window to ensure any scheduled upgrades or infrastructure changes take place at a time you can expect and prepare for.

Our maintenance window is the 3rd Sunday of every month between 04:30am and 06:30am. Whilst we strive to minimise any impact to clients during this time, please be prepared for potential intermittency while system changes are implemented.

If we need to make urgent changes, for example related to security or performance, outside of this window which we feel may impact your service, we will notify you as soon as possible, and aim to provide 48 hours' notice wherever possible.

## 5 Account Management & Customer Success

With over 160,000 customers using products supplied by the Access Group we have a large team involved with ensuring that our customers are able to build on their investment with Access.

This includes the Customer Success team who are specialists in specific products whose role is to ensure that our customers on Standard and Premier Success plans benefit from educational webinars to ensure that you are always taking advantage of new functionality and most importantly continuing to adopt best practice in the day to day use and set up of the software.

Our Account Management team work with our customers specializing in vertical sectors or specific products. Depending on the complexity of the customer these are either office based using the latest technology to provide our customers with the highest possible levels of service or will visit sites for face to face meetings.

Our Account managers work with you keeping our customers informed on the way emerging technologies can help their business. They prepare briefings on the business, technical and financial benefits of technology and collaborate with customers to ensure the customer is aware of the breadth of software and support that Access can provide.

## **6      Backup and Disaster Recovery**

PaySuite utilises multiple data centres that host our systems, this is to separate PCI data and environment. Our Disaster Recovery (DR) solution(s) are based on Primary and Secondary datacentres where all data is replicated from Primary to Secondary for DR. PaySuite also has backup/storage clusters in each datacentre running HYCU backup software for data backups away from the payment clusters, resulting in data being in 4 locations for increased resiliency. Backups are also stored offsite and are SAN stored so involve no physical devices.

In the unlikely event that the primary datacentre goes completely dark, an investigation period will be undertaken to determine the cause and decide if a datacentre promotion is required to make the secondary datacentre the primary one.

In the event of a disaster, PaySuite shall:

- Recover data stored off site
- Recover the service at the nominated disaster recovery site
- Procure and implement, at the expense of PaySuite, other equipment necessary to supply the service
- Aim to, where possible, provide a minimum service within 24 hours
- Provide a fully functional system as soon as is logistically possible.

### **Backups**

- Synchronised high availability primary and secondary sites
- Two separate dedicated backup clusters (HYCU)
- Database mirroring – real-time synchronisation
- Hourly database logs
- Daily full database and files system/server

### **Backup Retention**

- Daily for 1 week
- Weekly for 1 month
- Monthly for 3 months

### **Restores**

- Recovery Point Objective (RPO) – <5 seconds
- Recovery Time Objective (RTO) – 2 hours core systems; 4 hours non-core systems

NB/ Targets for the restoration of the service do not apply in the event of a customer site disaster such as loss of equipment or premises.

## **7 Business Continuity**

The Access Group's full and most up to date business continuity plan can be requested by emailing [buyer.enablement@theaccessgroup.com](mailto:buyer.enablement@theaccessgroup.com)

## **8 ISO27001 Accreditation**

The Access Group holds ISO27001:2022 accreditation across the entire organisation. This independently verified certification demonstrates our commitment to protecting your data. Maintaining this accreditation requires us to demonstrate effective security controls, regular staff training, and documented processes that are tested through independent annual audits.

## **9 Development Life Cycle**

As one of our core products PaySuite has a detailed roadmap of improvements driven both by customers and by our own roadmap. Ongoing development against each application is supported by a development plan that has high levels of details for the next 3 months including user stories. Beyond that top line plans are in place by quarter for a further 12 month with a list of additional options waiting to be added.

There will always be a requirement to continually improve and enhance our products. Part of this can also mean products will reach end-of-life and be decommissioned. These outcomes are recognised as having different drivers, all of which are taken in to consideration:

Business-led:

- Legislative changes (including safety and security)
- Strategic business decisions
- Technological advances

Customer-led:

- Requests from individual customers
- Requests from User Groups

## 10 Technical Requirements

- End customer access is via their telephone to your staff member
- Staff member accesses the Call Centre solution using client browser over the internet
- Supports Edge and Chrome client browsers
- Staff member connections into our service are by public internet using TLS inline with  
PCI guidelines
- End of Day files are provided in a CSV format.

### Chip and PIN / AVS CV2 / P2PE

The PaySuite solution fully supports security features such as Chip and PIN and AVS / CV2 in products where it is relevant:

- Chip and PIN is a customer-present only requirement
- P2PE is a customer-present only requirement
- AVS CV2 is a customer-not-present only requirement
- 3D Secure v 2 is a customer-not-present only requirement

All solutions can be installed in parallel with the Secure Bureau Service, allowing additional layers of security for the process of all types of card authorisation.

All areas of functionality integrate seamlessly into the PaySuite solution to offer a fully integrated payment solution with the highest-level security available. PaySuite has the advantage of already having undergone this testing and offers a fully pre-accredited solution avoiding lengthy bank testing.

PaySuite is constantly striving to enhance security though all channel payments will be in the most secure processing environment in the UK market.

- Verified by Visa
- Mastercard SecureCode
- PCI DSS Certified
- ISO / IEC 27001
- Cyber Essentials

## 11 Service Constraints

Maintenance windows as detailed above are minimal with the service so that we use all reasonable efforts to ensure that the SaaS Services are available for 99.70% of each calendar month.

As a true SaaS solution customisation is not available although the product can be configured to meet all standard set up requirements.