

Case Study: The Museum of London

Organisation

The Museum of London documents the history of London from prehistoric to modern times. The museum is located on London Wall, close to the Barbican Centre as part of the striking Barbican complex of buildings created in the 1960s and 1970s as an innovative approach to re-development within a bomb-damaged area of the City of London.

It is primarily concerned with the social history of London and its inhabitants throughout time. The museum is jointly controlled and funded by the City of London Corporation and the Greater London Authority. The museum houses the largest urban history collection in the world, with more than six million objects. It hosts more than one million visitors each year.

The Problem

Meeting PCI DSS compliance was identified as a business-critical requirement for The Museum of London with 'over the phone' live operator payments highlighted as a significant area of concern.

As the complex nature of achieving PCI DSS compliance within the Box Office and Finance Departments became apparent, the need to introduce a third-party solutions provider to meet and maintain the standard became paramount. Extensive research was carried out with a number of UK solutions providers to find a suitable, scalable approach to descope PCI DSS responsibilities away from the museum.

The Solution

PCI Telecom were invited to tender for a DTMF suppression solution in May 2016. After a period of consultation, PCI Telecom were chosen as the preferred suppliers for The Museum of London's live operator payments. A hosted PCI DSS Level 1 accredited DTMF suppression solution (known as PCI Agent™) was delivered to the museum in December 2016; including a new dedicated Box Office sales line and full interaction with legacy telephone systems on both inbound & outbound calls.

PCI Telecom also introduced a unique email receipt functionality for the museum along with an inbound IVR solution to distribute calls to Box Office agents and other departments. Call reporting and card logs were integrated into the agents' on-screen portal within PCI Agent™ allowing for quick transfer, searches and refunds to take place during a call.

Testimonial

The PCI Telecom team were proactive from the moment we contacted them. Unlike many other PCI DSS suppliers, who focus solely on large corporates, PCI Telecom were happy to meet with us and discuss our needs. They were keen to work with us to develop a relatively bespoke solution which allows us to process payments securely, efficiently and meeting our PCI DSS commitments.

Their after sales service is also second to none as they are easy to get hold of and proactive in solving problems in a timely manner. I would not hesitate in recommending PCI Telecom and have already done so to other organisations within our sector who are looking to solve similar telephony PCI DSS compliance issues. We are due to incorporate PCI Call Recording functionality into all departments within the museum and strengthen our relationship with PCI Telecom.

Adam Monnery
Head of ICT, The Museum of London

