



TRIPUDIO



“At Tripudio we pride ourselves on offering innovative tailored telephony solutions. Gradeon provided unrivalled environmental and legislative PCI expertise and knowledge that assisted us in project governance, bid structure and deployment. It was key to enabling our clients to fully embrace our telecom and call centre solutions.”

**Jonathan Collard, Commercial Director,
Tripudio Telecom**

“Providing unrivalled environmental and legislative PCI expertise and knowledge to one of today’s fastest growing Telecoms companies”

Client Benefits

- ✓ Access to unrivalled PCI knowledge and expertise, scoping customer payment solutions for clients including airlines, travel and retail companies
- ✓ Allowed Tripudio to deliver project governance, bid structure and deployment.
- ✓ Added value and greatly enhanced their service offering

Background

Formed in 2005, Tripudio is a technology agnostic telecoms company with a long track record of supplying global corporations with pan-continental telecommunication and call centre solutions. Tripudio works business to business and via a select group of channel partners / BPO entities to support large companies with the enhancement and improvement of their existing telecom infrastructure and call centre technology to release improvements in cost base, improved customer experience and deliver innovative solutions.



Find out more: email: contact@gradeon.co.uk telephone: 0330 365 0104



The Challenges

Working with many large global corporations, such as Kuoni, SAS Scandinavian Airlines, Malaysia Airlines and easyJet, Tripudio pride themselves on offering tailored telecoms and call centre solutions that will really deliver better customer service for consumers. Tripudio needed experts with experience of deploying PCI payment solutions across existing and new projects that encompassed telephony, network architecture and call centre environments. They also needed help with that all too unique and specialist Regulatory lexicon of PCI compliance to enable them to decipher bid requirements and map them into smaller Workstreams that are better accommodated by standard project management ethos and skill sets.

Solution

Gradeon provided consultants who are expert telecom architects with a vast understanding of the business needs, offering a blend of programme management, telephony/network architecture, call centre knowledge, design and compliance specifically delivering;

- environmental and legislative PCI knowledge base that assisted in project governance, bid structure and deployment
- a working insight into how the PCI compliance architecture impacts upon existing “end user” control systems, such as Treasury and Finance
- the ramifications and risk of all the operational impact of upstream and downstream. These can be regimented in the new PCI compliant environment but Gradeon were able to deliver a flexible solution such as a voice recording mechanism, define the permissible boundaries of storage of consumer card data and the definition of “in-scope” be that WAN, LAN and live agent desktop assets.

Results

The Gradeon solution has;

- ✓ Provided Tripudio with unrivalled environmental and legislative PCI knowledge and expertise to meet compliance but enhance customer service.
- ✓ Allowed Tripudio to deliver project governance, bid structure and deployment.
- ✓ Provided a working insight into how PCI compliance can impact upon existing systems and other departments.
- ✓ Significantly reduced security risk
- ✓ Enhanced project delivery and in doing so, strengthened account penetration

“*With Gradeon we have found a unique blend of knowledge, technical telephony skills and programme management and compliance. This has greatly enhanced our offering allowing us to win more business and extend existing contracts*”
Jonathan Collard, Commercial Director, Tripudio