

January 25 2021



Eckoh plc

("Eckoh")

Eckoh releases upgraded CallGuard product

CallGuard's new features help improve user experience and protection against fraud

Eckoh plc (AIM:ECK), the global provider of secure payment products and customer contact solutions, today announces it has launched an upgraded version of CallGuard, its patented PCI DSS compliant secure payment solution.

The new, more advanced features will improve functionality and user experience for contact centre agents and managers. The new agent interface will provide greater control, helping agents to complete payment calls faster, with greater accuracy, providing a more efficient customer experience. New real-time, advanced analytics and comprehensive reporting dashboards will deliver increased visibility of contact centre operational performance and payment related call data, enabling clients to improve business-critical decision making. Equipped with tighter controls and greater intelligence, the new CallGuard solution will afford contact centre managers with greater levels of efficiency as well as best-in-class security to mitigate against online fraud.

End users will also benefit from the ability to use an enhanced voice-activated payments option, which is available in multiple languages, as an alternative where required, to entering their card data via telephone keypad. This leverages Eckoh's long heritage in providing market-leading speech services.

Eckoh's commitment to innovating its technology and increasing its product differentiation, continues to strengthen the Company's competitive advantage and market leadership, as the go-to provider of best-in-class secure payments solutions.

Currently, organisations across all sectors use CallGuard to secure their customers' payment data and mitigate against fraud, many of which were instrumental in shaping the new features in this upgrade.

Nik Philpot, Chief Executive Officer at Eckoh said, "The acceleration of digital adoption has meant that the need for stronger data security and tighter controls on fraud prevention has never been higher. This challenge has been exacerbated by the pandemic as consumers have turned increasingly to card-not-present channels such as phone, chat and web to make their purchases.

It remains a key priority for us to continue to innovate our technology, to ensure we are providing the very best, most effective and safest payment services for all our clients around the world. The new CallGuard is testament to this commitment and comes at a time when organisations need absolute confidence that they have chosen a solution that will meet their requirements both now and into the future."

For more information and to see how CallGuard works, visit <https://www.eckoh.com/secure-payment-services/telephone-payments> or get in touch.

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For more information, please contact:

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About Eckoh plc

Eckoh is a global provider of secure payment products and customer contact solutions, supporting an international client base from its offices in the UK and US.

Our secure payments products help our clients take payments securely from their customers through multiple channels. The products, which include the patented CallGuard, can be hosted in the Cloud or deployed on the client's site and remove sensitive personal and payment data from contact centres and IT environments. They offer merchants a simple and effective way to reduce the risk of fraud, secure sensitive data and become compliant with the Payment Card Industry Data Security Standards ("PCI DSS") and wider data security regulations. Eckoh has been a PCI DSS Level One Accredited Service Provider since 2010, securing over £2bn in payments annually.

Eckoh's customer contact solutions enable enquiries and transactions to be performed on whatever device the customer chooses, allowing organisations to increase efficiency, lower operational costs and provide a true Omnichannel experience. We also assist organisations in transforming the way that they engage with their customers by providing support and transition services as they implement our innovative customer contact solutions.

Our large portfolio of clients come from a broad range of vertical markets and includes government departments, telecoms providers, retailers, utility providers and financial services organisations.

For more information go to www.eckoh.com