

**Banner's strategic partnership with Eckoh to secure, enhance and revolutionize how we interact with Sofia across all channels**



**Banner initiative is to secure and protect Sofia**

Banner's Treasury department has partnered with Eckoh, a global leader in secure customer engagement, that will enable Banner to navigate an ever-changing world of technology and compliance as new contact channels, digital payment methods and compliance regulations emerge.

You need secure and patient friendly payment processes across all channels and business units.

Eckoh sets the standard for secure interactions between consumers and the world's leading brands, building trust and delivering exceptional experiences.

**WHY ECKOH?**



**What Banner is currently leveraging**

**CallGuard**

The most effective, cost-efficient product for securing phone payments. CallGuard reduces fraud risk, protects Sofia's card data and helps your business become PCI DSS compliant.

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**What you can leverage**

**Secure Digital Payments**

Remove barriers to customers completing their transactions. Offer them their preferred payment method and see the difference in speed, security and customer satisfaction.

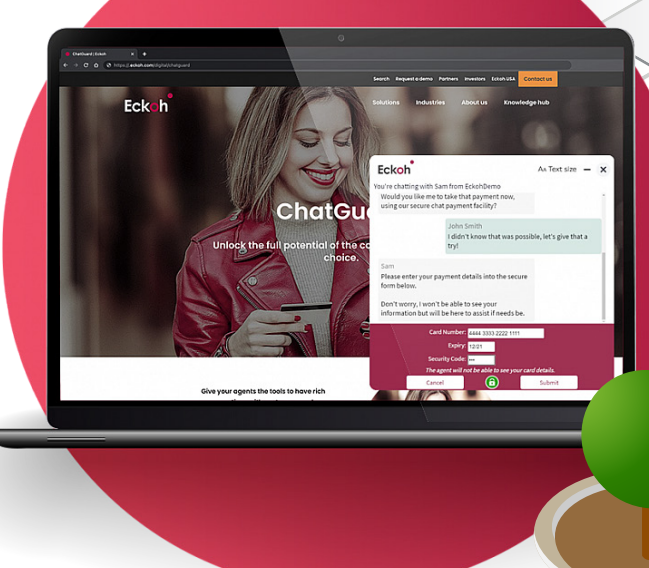
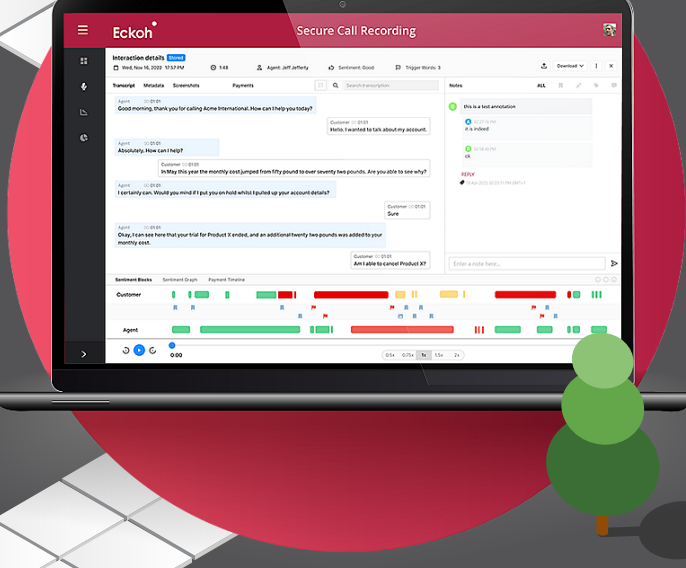
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**Secure Call Recording**

Eckoh's cloud solution elevates call recording from being a routine necessity into a valuable driver for business transformation. Now you can quickly identify key moments in business-critical conversations — without having to listen to thousands of calls.

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**ChatGuard**

Keeps the agent and customer connected throughout the chat interaction process, while making sure that sensitive data is never seen by agents, is never available on the agent desktop and won't be stored in transcripts.

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**Payment IVR**

Increase conversions 24x7 with secure IVR payments. Enable customers to make payments over the phone whenever they want, using self-service automation.

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**DataGuard**

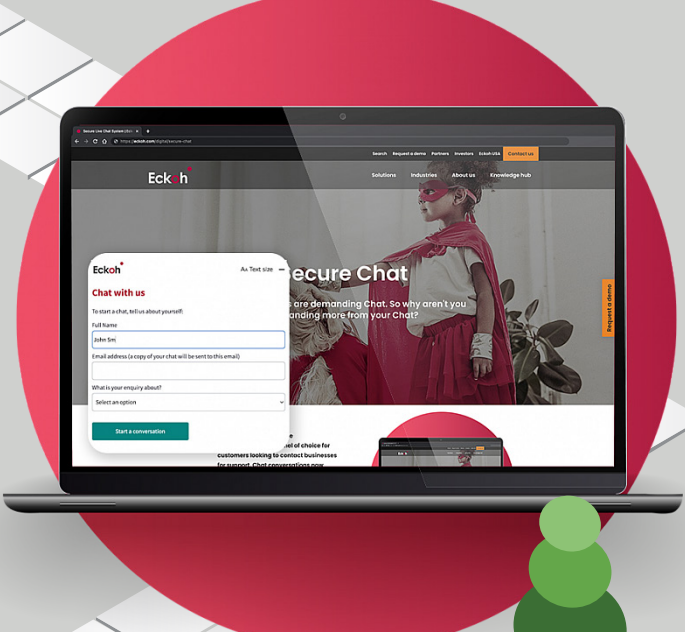
Protect your customers by preventing their personal data from entering your organization.

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**Secure Chat**

Eckoh's unique Secure Chat enables your agents to deliver great service with payment security built in as standard, building trust and protecting you and your customers.

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**Eckoh is aligned to Banner Health's objectives**

Banner's goal is to continue offering ways for secure Sofia engagements in every channel of choice Sofia chooses to use. With Eckoh we are able to support Sofia in all channels.

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**Next steps**

Consider your unique priorities within your respective department and the meaningful impact they can have on Sofia's overall patient experience. Explore the range of solutions designed to elevate Sofia's healthcare journey and help you and your department succeed.

If you believe any of Eckoh's solutions align with your needs, Banner's Treasury Department will partner with you to set up a discovery call with Eckoh to review the solutions in more detail.

We look forward to the opportunity to work together with you to bring Banner's vision for healthcare transformation to life.

**Let's partner together to deliver Sofia secure ways to interact with Banner Health, for engaging, secure and compliant experiences.**

Visit [eckoh.com/us](http://eckoh.com/us) | email [beau.mcgvran@bannerhealth.com](mailto:beau.mcgvran@bannerhealth.com)