

# PCI SSC North America Community Meeting Press Kit

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## EDITORIAL TOPICS:

- Antiquated pause and resume practices
- Descoping PCI compliance requirements
- Risk mitigation within existing network infrastructure
- Secure, scalable solutions with easy integration
- Improved customer experience
- Positive impact for call center KPI metrics
- Preventing call center and contact center data breaches

## HONORS AND AWARDS

*CIO Review's*  
20 Most Promising  
Contact Center  
Technology Solution  
Providers 2015

*Computer Weekly's*  
European User Awards  
for Security 2014

Cognia brings the secure power of the cloud to contact centers with continuous innovation. Delivering secure, scalable and integrated solutions via a true multi-tenant cloud architecture, Cognia is transforming the way businesses meet their most pressing PCI compliance challenges. Our solutions improve existing processes and mitigate risk by removing the complexity and costs associated with legacy and traditional systems. Cognia is the first company in the world to achieve PCI DSS Level 1 accreditation on the Amazon Web Services cloud platform, and Cognia has integrated solutions into financial institutions worldwide as well as public sector, travel, retail, communications, healthcare and other Fortune 1000 firms.

Cognia Secure<sup>SM</sup> products can descope call center PCI compliance burdens by more than 92 percent. The scalable, easy-to-integrate solution allows a call center customer to enter card details using a phone keypad, shielding it from the agent while processing securely in the cloud. Live agents, whether work-at-home, centralized, or across multiple locations, are never exposed to the risk of card data and the conversation with the caller is never interrupted. See the press release on Cognia Secure for more details.

For further information, visit: <http://www.cognia.com> or learn more at <http://pages.cognia.com/better-way-to-mitigate-risk.html>  
Follow CogniaDotCom on Twitter for live updates.

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## Leadership Team Members Available for In-Person Interviews During This Event

### Rob Cale – VP Global Marketing

Rob has more than 20 years of strategic and tactical marketing experience in marketing communications, brand positioning, advertising, media placement, and product management. He was previously Vice President of Marketing at a wireless carrier, and brings experience that includes wireless, international marketing, computer-telephony, and business development.

### OUR CUSTOMERS



### Frank Ortiz – Global Head of Sales

Frank joined Cognia in the summer of 2014 as global head of sales and senior vice president with responsibility for driving Cognia's partner and direct sales activities across Europe and North America. Before joining Cognia, Frank integrated and expanded the VoC and Customer Experience Portfolio at Nice Systems Inc. He has also held senior positions at Convergys, Teleperformance and Inova Solutions where he oversaw key periods of accelerated business growth.

### Tom Evans – Chief Security Officer

Tom has been an information assurance consultant for 11 years undertaking a wide range of projects, including technical engagements, business analysis tasks, interim information security management and compliance assessments. He holds a BSc degree in international management and French, specializes in programming and systems architecture. He is an ISO 27001 lead auditor and GIAC Certified Incident Handler. Tom previously was a core investigator in the PCI Forensic Investigator program, and a PCI DSS QSA.

**HISTORY:** Cognia is privately held and backed by investors that include Vodafone and Swisscom. Established in 2005, the company is headquartered in the United Kingdom with operations in the United States and Asia-Pacific. In 2013, Cognia became the world's first cloud service provider to achieve QSA-validated PCI DSS Level 1 compliance for its global cloud telephony and payment service platform.

A better way to mitigate risk.™

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