



Partner:	Encoded
Solution:	Prosody S
Industry:	Payment Service Provider
Requirement:	System upgrade

Introduction

Founded over 20 years ago, Encoded provides affordable, secure payment solutions and Interactive Voice Response (IVR), for businesses of all sizes. Encoded required an upgraded software solution, for a PCI DSS secure payment portal, as they looked to migrate the solution to an IP-only environment. Having already been aware of Aculab, an industry leading telecommunications provider, Encoded was happy for them to supply host media processing software; Prosody S. Complying with industry standards and providing an array of features and benefits, Prosody S was the perfect solution for Encoded.

The Customer Story

Since being incorporated in 2001, Encoded has been a trusted and reliable provider for secure and automated payments. In 2011, Encoded became a Level 1 PCI DSS (Payment Card Industry Data Security Standard) payment service provider.

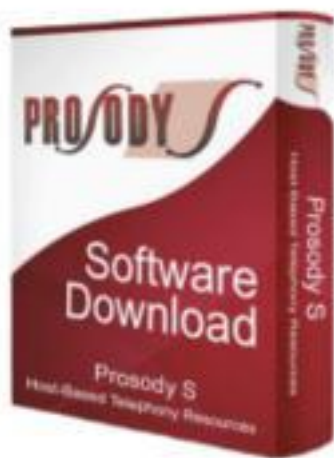
Encoded, over the years, have acquired and maintained a large and diverse customer base, providing automated contact centre payment solutions to multi-billion pound enterprises like The Wine Society, BMW and Samsung. Prioritising cost effective solutions, excellent customer service and maximised resource efficiency, Encoded needs to stay ahead of the curve, ensuring their technologies are of the highest standard, to maximise operational efficiency for customers.

Why Encoded Chose Aculab

Being a Level 1 PCI DSS compliant provider, Encoded must ensure all their technology partners are compliant to certain standards and regulations. Aculab remains committed to maintaining a high standard of quality and security across the board, with ISO 27001 and 9001 certification, as well as GDPR compliance.

Prosody S was first introduced by Aculab in 2003, as a host media processing (HMP) alternative to DSP-based voice boards, for IP-only solutions. It is now a well established and reliable solution that supplies telephony resources for many platforms including IP-PBXs and media servers. Its extensive range of voice codec's makes it ideal for a wide range of communication applications. The software is scalable from 1 to 1000's of channels per system, facilitating the expansion or scaling of applications to suit any end-user channel count requirement.

Prosody S can be deployed on any platform or form factor, allowing the customer to choose the best suited server for their application. Moreover, distributed architecture allows for the separation of application and media servers, with the capability of creating large multi-server systems, making Prosody S an ideal solution for the customer requirements of Encoded.



“ We are pleased to still be working with Aculab. They have always provided the best solutions to meet our requirements, and their continued extra mile support is testament to how they continue to enhance communications on a global scale.

Robert Crutchington, Managing Director at Encoded Ltd.

How Encoded Used Prosody S

Encoded used the Prosody S software within their UK-based PCI DSS secure payment platform. The platform provides their customers with a wide range of secure payment options, including Interactive Voice Response (IVR) payments, Online Payments, Agent Assisted Payments, and more. They used the Prosody S software to facilitate their IVR payment portals.

The per-channel licensing model for Prosody S meant a lower cost of ownership and greater deployment flexibility for Encoded.

About Encoded

Encoded is an independent payment services provider with a flexible payment orchestration platform and gateway. Encoded's primary focus is to provide secure and affordable payment solutions. Encoded is now relied on by many contact centres for secure automated payments and is Level 1 PCI DSS certified.

About Aculab

Shortly after being established in 1978, Aculab began to ship the first E1 interface cards, enabling PC-based speech processing products to connect to digital PSTN networks. Since then, Aculab has continued to develop and release a range of telephony hardware and software. Offering a comprehensive set of functionality used to create a wide range of enterprise and telco level service applications, the Media Processing and Signalling solutions provided by Aculab, give developers a viable alternative to using DSP boards to integrate VoIP into their solutions.

If you're interested in Prosody S or other solutions by Aculab, [Talk to an Expert](#) to find the best suited solution for your business.