SecureCo

GET IN TOUCH

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The 'no-code' communication platform bringing empathy to the forefront of customer experiences

PCi Security Standards Council ®
PARTICIPATING ORGANIZATION

On the list! 2022

LRQA CERTIFIED
ISO/IEC 27001
JAS-ANZ

PCi DSS COMPLIANT

secureco.co

Who is SecureCo?

Founded in 2013, SecureCo is on a mission to make enterprise communication secure and easy.

We believe in a world where everyone feels valued by the companies they deal with. Today, consumers want empathy when interacting with brands, and we are enabling this for over 20,000 contact centre agents and business professionals through our Intelligent Voice Platform (IVP).

Every month, SecureCo's IVP delivers millions of calls to world-leading systems integrators, software providers, and enterprises. It offers a

no-code solution that helps organisations reduce the complexities of deploying and managing voice technologies and improve customer experiences.

IVP acts as a hub connecting all of a company's calling, contact centre and unified communications technologies with the services required to create the customer experience of the future, one that prioritises convenience and empathy.

This means customers can now take advantage of real-time voice-based AI services as well as simplify their cloud migration whilst keeping existing investments.

How will SecureCo transform your CX?

Voice made simple and flexible:
Take your organisation to the cloud with flexible SIP trunking that integrates everywhere, and smart voice orchestration to simplify number management and administration of voice services.

Easily integrate voice, anywhere:
Bring your contact centre and corporate telephony together and deliver a seamless experience for your customers and your remote employees.

Seamlessly access conversational data:
Gain a holistic view of voice data across your entire voice ecosystem and empower your speech intelligence for better customer and employee insight.

Secure your Payments:
De-risk your contact centre with PCI DSS SAQ-A solution and build trust with your customers.

Empathy-driven CX:
Take advantage of new technology that caters to the need for convenience, whilst maintaining human interactions that allow for the empathy we all need.

Why do you need intelligent voice services?

Converging telecom and software is complex. The modern customer experience technology stack involves carriers, cloud contact centres (CCaaS), unified communications as a service (UCaaS), speech analytics, voice biometrics and intelligent virtual agent. The CX technology landscape evolves rapidly, increasing the gap between organisations' current and targeted technology states.

To accelerate CX transformation initiatives, organisations need to be capable of migrating voice technologies to the cloud, accessing next-gen voice software and integrating UCaaS and CCaaS technologies to deliver a seamless and aligned customer experience every time.

20%
Opportunities?

Less than 20% of contact centres globally have migrated to cloud
(DWG Consulting)
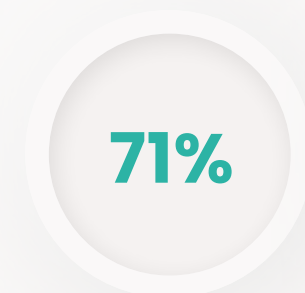
71%
prefer voice channels when it comes to sensitive financial or healthcare data.
(Gartner)
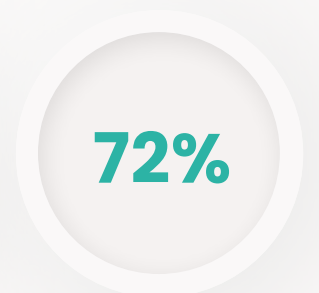
72%
of consumers see having to explain their problem to multiple people as poor customer service.
(Dimension Data)

Leading brands trust SecureCo to deliver intelligent voice services

ZURICH   myob   localsearch   eclipx GROUP   hipages

RACV   hbf   agl   iSelect   auto & general