

Granada Corp Obtains PCI Certification Including Home Offices Joins Elite Group to Certify Home Office Segment of Customer Support Architecture

Los Angeles, CA / September 23, 2014 - - Granada Corp, a boutique provider of customer support solutions to the Fortune 500 and middle market, last month became one of only a few companies in the world to obtain Service Provider PCI certification for its home-based customer support environment.

Granada's certification is comprehensive across its operating facilities including home offices; it is not limited to a specific client or a specific segment of its worldwide contact center architecture.

While the Granada Security Program has been PCI compliant and supported by ISO 17799 standards for several years, auditor Coalfire's independent certification and qualified certified auditing process provides enhancement to the company's security program.

Michael Kleck, Granada's Chief Information Security Officer, commented, "Achieving PCI Service Provider Level 1 certification makes Granada one of an extremely limited group of companies that provide call center services utilizing agents in an "at home" model with this level of security. Our standards-based security model and strict adherence to process and procedure gives our clients comfort in knowing their data is secure and safe."