



## Client

A Managed Service Provider for Payment Transaction Processing

## Project Background

The client, previously certified as PCI DSS compliant by another organisation, was preparing for its annual re-audit when questions were raised internally by new members of staff regarding activities and materials that would be necessary for the audit.

At about the same time the client attended a PCI DSS seminar/workshop for Level 1 and Level 2 Merchants and Service Providers hosted by IRM.

It quickly became apparent to them that there were some significant differences in approach and the quality of work undertaken by IRM compared to their previous experience.

IRM were invited for discussions and subsequently were requested to submit a proposal and methodology to undertake a PCI DSS compliance audit of the clients' payment processing infrastructure. Following detailed scoping meetings and submission of a formal proposal document IRM were awarded the contract.

## IRM's Approach

During the tender process, meetings, telephone discussions and email exchanges, IRM had built a foundation of knowledge relating to the organisation, its structure and business requirements. This coupled with our PCI DSS methodology enabled the consultants to provide the client with an audit framework and number of other materials to assist them prepare for the audit.

On formal commencement of the engagement it was quickly realised there were a number of shortfalls in the documented materials and business processes and it was further verified that some systems were not configured to meet the intent and requirements of the standard. Furthermore during the intervening year since their previous review the organisation had not been conducting the periodic reviews nor had they retained sufficient evidence of their activities to satisfy compliance requirements.

IRM consultants provided the client with detailed explanations of their findings and assisted provisioning the required adjustments to policies and procedures whilst further developing and enhancing a number of changes to configurations of their technical infrastructure and supporting processes necessary for compliance.

IRM worked with the client to build a framework of ongoing internal reviews that would provide the basis for sustained compliance thereafter.

Simultaneously IRM consultants ensured that appropriate staff received the underpinning knowledge to support the requirements and changes being implemented.

## What IRM delivered

IRM assisted the client achieve PCI DSS compliance, and as important ensured they had the processes and knowledge to maintain and sustain compliance thereafter.

As a direct consequence of IRM's helpful and detailed approach to address the identified shortfalls the client achieved a successful outcome to their PCI DSS compliance audit. Their staff had a greater understanding of the PCI DSS requirements and had the appropriate processes and procedures to facilitate the maintenance of compliance for the forthcoming year and beyond.

### FAST FACTS

#### Geography

- ▶ UK and International Locations

#### Challenges

- ▶ Large and Globally distributed infrastructure
- ▶ Insufficient information from previous audits

#### Solutions

- ▶ PCI DSS Consultancy

#### Results

- ▶ Helped identify and address shortfalls which were preventing compliance with PCI DSS
- ▶ Client achieved successful outcome of their PCI DSS compliance audit

**Information Assurance**

**Risk Mitigation**

**Business Resilience**

**Compliance**



### Benefits to the Client

IRM's approach helped to ensure that the clients' staff had a much deeper knowledge and understanding of PCI DSS compliance requirements but also ensured their supporting business processes addressed the appropriate risks at the earliest stage.

### What the Client did next

Owing to the professionalism and dedication of the consultants to assist the client achieve PCI DSS compliance they further engaged IRM to conduct additional technical penetration and application code reviews.

IRM was also engaged to assist and oversee quarterly PCI DSS compliance reviews of business processes and systems maintenance to ensure compliance was being maintained, and to verify the retention and correct maintenance of supporting evidence.

The client has provided IRM with reference material for other business considering whether to engage us in assisting with their PCI DSS compliance programs.

**Information Assurance**  
**Risk Mitigation**  
**Business Resilience**  
**Compliance**

