CUSTOMER SUCCESS STORY

SISA helps a Fortune 100 technology company achieve PCI DSS compliance

ABOUT THE CUSTOMER

Headquartered in North America, the client is a leading technology conglomerate with a global footprint. They provide a wide array of hardware and software solutions designed to meet the needs of various market segments, including individual consumers, small and medium-sized businesses (SMBs), and large corporations. Their expertise also extends to specialized sectors such as government, healthcare, and education. Their product portfolio spans personal computing devices, comprehensive multi-vendor customer services (encompassing infrastructure technology and business process outsourcing, application development, and support services).

THE CHALLENGE

Despite being a powerhouse in delivering a broad spectrum of IT solutions across diverse platforms—including direct-to-consumer (D2C), business-to-business (B2B), business-to-government (B2G), as well as through value-added resellers (VARs) and seller/distributor channels—our client was confronted with a formidable challenge in payment security compliance and certification. Their platforms, which facilitate extensive payment processes and data, demand the highest level of security and strict adherence to PCI DSS standards.

The challenge was multifaceted.

- First, the dynamic nature of PCI standards meant that maintaining compliance required continuous adaptation and a level of specialized knowledge that was beyond the scope of general IT solutions.
- Second, the necessity to implement these ever-evolving standards across a variety of platforms called for in-depth domain expertise.
- Third, the need for ongoing monitoring, management, and regular updates to ensure continued compliance and security in an environment of constantly changing cyber threats represented a significant operational hurdle.

Despite our client's comprehensive capabilities in handling a wide array of IT and security challenges, the unique demands and intricacies of Payment Card Industry (PCI) compliance called for a specialized, dedicated approach. It was within this context that the client recognized the necessity for expert intervention and selected SISA's Compliance as a Service. This decision underscored their commitment to not just maintaining but excelling in the critical areas of payment security and regulatory compliance, leveraging SISA's expertise to navigate the complexities of PCI DSS standards effectively.

SOLUTION OFFERED BY SISA

SISA's partnership with the client in achieving PCI DSS compliance began when they witnessed the comprehensive and detailed audit reports we had conducted for one of their ITES partner organizations. Impressed by our deep expertise, they entrusted us with the crucial task of managing their compliance audits.

Our approach to managing the client's PCI DSS assessments was meticulous and comprehensive, utilizing a multi-faceted audit process that incorporates industry-leading best practices and advanced compliance tools. Our phased strategy included:

Compliance Assessment and Management: We meticulously managed the client's Self-Assessment Questionnaires, with our team of seasoned consultants engaging in an in-depth analysis of the client's existing security measures and processes, including both SAQ-As and SAQ-Ds. This ensured accuracy and timely completion.

Vulnerability Assessments and PCI Scans: Conducting thorough Vulnerability Assessments and PCI scans was crucial for identifying and mitigating potential security vulnerabilities before they could impact the client's operations.

Mock Interviews, Risk Assessments, and Tabletop Exercises: Our experts engaged in mock interviews, comprehensive risk assessments, and facilitated tabletop exercises. These activities were pivotal in identifying compliance gaps and providing actionable guidance for effective resolution.

External Compliance Management: Acting as external compliance managers, our team seamlessly integrated PCI DSS compliance requirements into the client's business processes, ensuring that compliance became an intrinsic part of their operational framework.

Through these efforts, SISA not only maintained but enhanced the security and compliance posture of the client, reinforcing their trust in our capabilities and expertise.

BUSINESS IMPACT

With SISA's expert guidance, the client not only achieved compliance with PCI DSS v3.2.1 but also positioned themselves for seamless adaptation to future standards and challenges. The impact of our partnership is evident across several key areas:

Year-Round Compliance Assurance:
By integrating PCI-compliant practices into their daily operations, we have enabled the client to guarantee annual PCI certification with confidence. This integration simplifies the path to consistent yearly PCI certification.

Significant Cost Reduction:
The client has realized a notable cost reduction, approximately 15%, by implementing our recommended practices. This efficiency not only translates into direct financial savings but also optimizes resource allocation across the organization.

Expertise-Driven Process Acceleration:
Leveraging our proactive approach and specialized knowledge, we have halved the time required for the compliance process. This acceleration significantly reduces the resources and time investment needed, streamlining the path to compliance.

Streamlined Audit Processes:
We have refined the audit processes to efficiently meet PCI DSS requirements, achieving a time saving of at least 10% for the client. Our approach to efficient evidence gathering minimizes the need for repeated audits, further enhancing operational efficiency.

Enhanced Cyber Resilience:
Our ongoing support and strategic insights have crucially enhanced the client's defenses against data breaches and reinforced customer trust. These efforts have markedly strengthened the client's cyber resilience and security protocols, foundational to their security commitment.

SISA

SISA is a global forensics-driven cybersecurity solutions company, trusted by leading organizations for securing their businesses with robust preventive, detective, and corrective cybersecurity solutions. Our problem-first, human-centric approach helps businesses strengthen their cybersecurity posture. Industry recognition by CREST, CERT-In and PCI SSC serves as a testament to our skill, knowledge, and competence. We apply the power of forensic intelligence and advanced technology to offer true security to 2,000+ customers in 40+ countries.

Compliance

Payment Data Security

- PCI DSS
- PCI PIN
- PCI 3DS
- PCI P2PE
- PCI S3
- PCI S-SLC
- PCI CP (Card Production)
- Facilitated PCI SAQ
- Quarterly Health Check-ups
- Central Bank Compliance
- SWIFT

Strategy and Risk

- CCPA
- GDPR
- HIPAA
- ISO
- NIST
- SOC 1
- SOC 2
- Cloud Security

Security Testing

Application Security

- Application Penetration Testing
- CREST/CERT-in Approved Security Testing
- API Security Testing
- Secure Code Review

Network Security

- Vulnerability Assessment
- Penetration Testing
- Configuration Review
- Red Teaming Exercise
- Firewall Rule Review
- PCI ASV Scan
- Phishing Simulation

Hardware and IoT Security Testing

- Firmware Security Testing
- Hardware/Embedded Security Testing
- IoT Network Security Testing
- IoT/Embedded Application and Management Layer Security Testing

Cyber Resilience

Managed Detection and Response Solution – SISA ProACT

- Monitoring
- Attack Simulation
- Use-case Factory
- Advanced Threat Hunting

Digital Forensics and Incident Response

- Incident Response / Compromise Assessment Services
- Forensic Readiness Audit
- Forensic and Incident Response Retainer Service
- Payment Forensics Investigation
- Internal Forensics Investigation
- Ransomware Simulation

Data Protection and Governance

Data Discovery and Classification Tool – SISA Radar

- Card Data Discovery
- PII (Privacy) Discovery
- Data Classification
- Data Masking/Encryption

Data Security as a Service

SISA Training

Payment Data Security Implementation Programs

- CPISI
- CPISI Advanced
- CPISI-D (Developers)

Security Incident Detection and Response Programs

- CIDR

Cybersecurity Awareness

Forensic Learning Sessions for Senior Management

For more Information visit us at www.sisainfosec.com
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