# Online Services Website Identifies Steps to Full PCI Compliance

*PCI compliance is just one piece of the security puzzle – how do you remain compliant while also addressing wider security weaknesses?*

An online service's website processes hundreds of credit card transactions each day in many countries. Like most companies, the organization prides itself in creating the best user experience across all mobile and online platforms. Part of that experience is the peace of mind in knowing that sensitive credit card information is protected.

To answer these challenges, the company needed a thorough review of its overall security environment to help ensure that it was compliant with PCI standards in preparation for future audits.

## What was the best way to approach this challenge?

- Provide an environment baseline assessment on the current state of security.

- Perform a PCI gap analysis to measure current controls against PCI Data Security Standards (DSS).

- Create a roadmap to PCI compliance.

## PROJECT OVERVIEW

**Organization Size:**
Over two million users

**Organization Industry:**
Retail/online services website

**Challenge:**
To create a snapshot of the current cardholder environment, identify and then remediate PCI gaps in preparation for future audits.

## IMPACT

- Obtained holistic view into current security environment from PCI compliance standpoint.

- Identified areas for improvement to remain compliant.

- Enhanced current processes and technology.

## Setting a Baseline and Finding Gaps

### Information Gathering

To start, Optiv collected data to understand how the client was processing secure information. This included cardholder environments, current policies, procedures and network diagrams.

### Establishing a Baseline

Using PCI DSS, Optiv established a baseline for analysis, including how the company builds and maintains a secure network, maintains a vulnerability management program, implements control measures and regularly monitors and tests networks.

### Interviews and Onsite Testing

The baseline analysis also included interviews with staff responsible for information security to help make sure that processes were consistent. Optiv also performed physical site walkthroughs, a data center review and an overall systems review to gain a holistic view of the organization.

### Identifying Gaps

After these standards and expectations were set, Optiv identified gaps in technologies, policies, standards and practices against the PCI DSS.

### Roadmap

Optiv provided the client with very specific remediation steps and a PCI Compliance Roadmap to secure the environment in preparation for upcoming audits.

## Creating a Roadmap for the Future

PCI compliance is central to a retail organization's credibility and to maintaining a high level of security for its customers. It is important to work with a strategic partner that recognizes that while PCI is vital to running a secure business, it is not the only piece of the security puzzle.

Because PCI standards only address specific elements of data security standards, they don't necessarily speak to a company's entire security program.

As a result of the gap analysis, the client:

- Understood its existing security posture and current gaps and weaknesses.
- Attained tailored recommendations that were impactful yet cost-effective.
- Obtained a roadmap to PCI compliance.
- Reduced risk of data breach by working to eliminate gaps in the program.



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## OPTIV

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