



## Payment Card Industry Data Security Standard (PCI DSS) COMPLIANCE SERVICES CASE STUDY

**Organization:** a Fortune 100 global media company

**The Issue:** Based on potential brand damage from a cardholder data breach, the organization's board decided that PCI DSS compliance was a top priority for the IT organization.

Achieving compliance would prove a significant challenge due to the complex, decentralized nature of the organization's operations. The organization utilizes over 30 unique payment applications. Over 500 IT employees were identified as supporting the cardholder environment. Given these complexities, the company needed a suitable enterprise approach to scoping, assessing, and managing PCI DSS compliance.

**Our Solution:** Managing PCI DSS compliance in such a large, complex organization was about far more than simply providing an audit. To prepare our client to successfully pass the audit and maintain PCI compliance, we recommended a 'train, prepare, audit' approach as opposed to the more standard 'audit, remediate, re-audit' process. We believed that deliberate upfront preparation would more efficiently and effectively reduce risk and compliance deficiencies than an immediate audit which the client was certain to fail.

For the training phase of the engagement, Solutionary provided two days of on-site training at sites around the U.S. Trainers were uniquely qualified based on a combination of extensive PCI audit and training experience, ensuring that they brought a real-world perspective to the classroom. Nearly 500 IT employees participated in these sessions. Each session was customized by role so that learners were not forced to sit through requirements that do not apply to their jobs (e.g. network engineers were not trained on application development requirements).

Once a baseline understanding had been established through the training process, Solutionary's consulting team helped the organization prepare for an eventual audit. Specifically, our team helped prepare compliance documentation, reviewed existing documentation, suggested compensating controls where appropriate, and provided guidance in interpreting and applying the standard.

**The Results:** In less than a year, the organization was able to 1) generate widespread awareness within the IT organization about PCI DSS requirements, 2) develop an inventory of applications, systems, and network segments involved in processing, transmitting and storing cardholder data, 3) identify material compliance deficiencies and risks to cardholder data across all affected business units, 4) remediate almost all compliance deficiencies and risks discovered 5) develop required compliance documentation, including compensating controls where appropriate, and 6) begin the audit process. In our experience, our 'train, prepare, audit' approach yielded more progress in less time than the all too typical 'audit, remediate, re-audit' approach.


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