

Leading multinational IT company secures payments, achieves PCI DSS compliance, and improves efficiency with CoalfireOneSM

AT A GLANCE

The world's leading transport IT solutions company understands the importance of data security and complying with the Payment Card Industry (PCI) standard. It made a commitment to its business and customers to meet the standard requirements.

"It takes a village to maintain compliance, and we consider Coalfire a part of our village."

- SENIOR MANAGER OF SECURITY AND COMPLIANCE AT THE TRANSPORT IT SOLUTIONS COMPANY

CHALLENGE

The organization's customers operate critical infrastructure around the globe with high standards for timeliness, efficiency, and quality. Security and PCI compliance are essential components to meeting customers' requirements and continuing to do business.

Due to the nature of its business, the organization prefers to work with strategic partners that can support it for the long haul. When the organization's senior manager of security and compliance, who's responsible for maintaining the annual PCI certification, realized the existing vendor wouldn't meet the organization's needs, he started looking for a new assessor. He recommended Coalfire to his leadership team based on the work from a QSA assessor who recently began working at Coalfire. "In addition to Coalfire, we included a few other vendors in our evaluation process," explained the organization's senior manager of security and compliance. "We ultimately chose Coalfire because of their global presence, use of technology, and efficient, systematic methodology."

APPROACH

Coalfire leveraged its powerful hub, CoalfireOneSM, and deep technical expertise to perform the engagement across the organization's internationally based teams. The organization relied heavily on the CoalfireOne platform and Coalfire's honed assessment methodology to assess and deliver a full Report on Compliance (ROC).

Coalfire established a workspace in CoalfireOne that was accessible only by the identified key personnel from the IT company and the Coalfire assessor assigned to the project. This workspace provided a secure work environment as well as a place for evidence collection and retention in accordance with

PCI DSS requirements. The assigned Coalfire project manager then set up the mutually agreed-upon schedule for the deliverable and assigned milestones to increase logistic visibility.

Because the organization would be filing a Service Provider ROC, the CoalfireOne tool autogenerated a list of prepopulated tasks to complete the assessment. This list helped ensure consistent, repeatable results. Coalfire worked with the organization to assign appropriate project team members to the identified tasks, ensuring immediate visibility and transparency into the project.

PCI DSS requirements involve providing evidence of compliance for corresponding standard requirements. Throughout the engagement, the organization uploaded new evidence. CoalfireOne auto-assigned the evidence to appropriate team members with one or more tasks, reducing the repetitiveness of uploading documentation and managing manual tasks. Coalfire's assessor reviewed the completed tasks and uploaded documents. Upon completion, the robust tool automatically alerted the organization with details of all project changes. This automation streamlined communication and accelerated assessment progress.

With more than 3,000 artifacts, the organization would have struggled to track and manage the associated tasks. The tool ultimately improved efficiency and assessment quality. The compliance program benefited from the powerful CoalfireOne platform by enabling the organization to access documents and

schedules and communicate with its assessor instantaneously. The IT company's senior manager of compliance said: "The CoalfireOne tool is great, especially for document sharing. Our Coalfire assessor could see in real time the documents that we uploaded and reviewed, and vice versa. We were looking for a tool with these capabilities to manage all our documents during this annual assessment. CoalfireOne saved us funding. I've been doing this for 10 years, and the ROC process is ever-evolving. Coalfire listens and adapts to their customers' suggestions and implemented CoalfireOne to help customers simplify the compliance process to promote long-term success."

RESULTS

Coalfire applied its expertise and technology platform to meet the organization's annual PCI DSS validation deadline and exceed its expectations. Achieving the validation requires significant effort and commitment for any organization, but through frequent formal meetings, use of CoalfireOne, and a collaborative approach, this organization received more than just an assessment, it gained a trusted partner. "Coalfire has been our assessor of choice for the past five years now," said the senior manager of compliance and security. "I believe the professional relationship that we've developed with our Coalfire assessors are important to maintain during this kind of work. Coalfire understands our business and environment. Because of this, we've developed a long-term trusted partnership."



About Coalfire

Coalfire is the cybersecurity advisor that helps private and public sector organizations avert threats, close gaps, and effectively manage risk. By providing independent and tailored advice, assessments, technical testing, and cyber engineering services, we help clients develop scalable programs that improve their security posture, achieve their business objectives, and fuel their continued success. Coalfire has been a cybersecurity thought leader for more than 16 years and has offices throughout the United States and Europe. [Coalfire.com](https://www.coalfire.com)