



allpay.net

Protecting customers' credit card data and complying with PCI standards

Acceleration

allpay.net has been able to accelerate compliance with PCI DSS mandates by utilising the RSA enVision® platform analysis, log management and reporting of network events. This built-in, tailored reporting process enables IT managers to respond to business objects rather than simply responding to audits.

“The enVision appliance was selected by our team because it integrates well with our existing IT infrastructure and is easy to use. For example, RSA enVision enables us to manually create reports on the appliance and then automate this process on a weekly or monthly basis. It helps us obtain a comprehensive view of network activity and automatically notifies us of any potential risks to the network.”

Ian Gough, Systems Technician
allpay.net

allpay.net is a payment and revenue collection service provider and hosts more than 30 million financial transactions per year for over 750 public and private sector clients in the UK. The company provides convenient ways for customers to pay their bills, including payments over the internet and telephone.

The Challenge

As a provider of financial services, allpay.net's customers naturally expect the company to secure confidential credit card data. In 2006 allpay.net was tasked with finding technology that could help the company comply with regulations governing the collection and management of security audit logs. The Payment Card Industry Data Security Standard (“PCI DSS”) is governed by the world's major credit card companies – Visa, Mastercard and American Express, etc. – and lays down strict guidelines for protecting the storage and access of customers credit card data. It requires companies like allpay.net to monitor and understand events across the company network.

In order to comply with PCI DSS, allpay.net recognised that it needed to invest in technology to help improve security and ease auditing concerns over the long term. Ian Gough, Systems Technician, allpay.net said, “Our team faces high levels of accountability for securing customers' credit card information and for demonstrating compliance with PCI mandates. Although PCI DSS is obligatory, we recognise that it will benefit both our company and our customers in the long run.”

allpay.net's business revolves around providing quick and efficient means for consumers to pay bills, and to accomplish this, it provides over 45,000 retail outlets across the UK for payment collection. The company then consolidates all payment information into a single data stream and makes this data available to clients the next working day through its extranet, Webconnect. allpay.net's Gough explains, “We host over 30 million financial transactions per year. The sheer volume of these transactions combined with the way they are processed and then shared online, makes it even more important that we have a technology that can help us collect, analyse, respond to and report logs, in order to secure customers' confidential credit card information.”



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The Solution

In 2006, allpay.net evaluated several security information and event management (SIEM) offerings and quickly realised that the RSA enVision ES-1060 appliance was the right technology. The RSA enVision platform is capable of handling up to 1,000 events per second, which is ideal for allpay.net's fast-paced IT environment.

Implementation

allpay.net has been working with IDsec, an independent specialist in network security for years, because IDsec has a solid track record in the areas of security audit, event management systems and intrusion detection. When allpay.net was first tasked with complying with PCI DSS, the company approached IDsec for advice. Stephen Bishop, Communications Director, IDsec said, "Our company has helped several UK companies comply with PCI DSS, including a few enVision projects. This put us in a strong position to help allpay.net select the best technology for its IT system and to deploy it seamlessly."

IDsec assisted with the setup of an enVision demonstration system and provided advice on sizing, integration and other deployment issues. Towards the end of 2007, IDsec installed the live system, integrated it with the event sources and provided training for client staff. Gough explains, "Implementation was key for us, but we also wanted a partner that knew where we were coming from and that understood our business needs. IDsec advised on best-practice through out this project and helped tailor this technology so that little IT maintenance time would be required moving forward."

The Results

The RSA enVision platform has enabled allpay.net to collect, correlate and analyse security and compliance information across the organisation, and track and monitor access to network resources and cardholder data. allpay.net can now manually create reports on the appliance and then automate this process to repeat on a weekly or monthly basis. This tailored, built-in reporting process is designed to enable IT managers to truly respond to business objectives, rather than simply responding to audits. Gough concludes: "The RSA enVision solution has smoothly integrated into our current IT infrastructure and now allows us to capture all the data needed to promote PCI compliance. We now know exactly who has accessed customer data and can ensure that an accurate audit trail is captured and saved."

About the RSA PCI Resource Centre

RSA this year introduced the RSA PCI Resource Center. This online portal includes four new white papers on the PCI Standard, a new monthly PCI podcast series, RSA PCI research, and a five-part Webcast series focused on the PCI Standard. In addition, the site includes links to key resources that will help banks, merchants and payment processors to better understand the PCI DSS and its many implications. For more information, please visit www.rsa.com



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