

Account Information Security

Implementing the Payment Card Industry
Data Security Standards (PCI DSS)

Service provider case study



The security of cardholder account data has become one of the biggest issues facing the payment card industry.

Visa and MasterCard have therefore created the Payment Card Industry Data Security Standards (PCI DSS) - a set of industry-wide requirements and processes, which are supported by all international payment card systems.

Clearly, the implementation of PCI DSS has significant implications for the service provider community - that is, companies that are involved in the processing of card transactions, or provide associated products, services or applications.

Many such companies have successfully complied with PCI DSS, and many others are now working towards compliance. They have found that, in order to add real value, PCI DSS does need to be demanding and thorough. But most agree that it is a valuable investment in the future of their business.



Here is the experience of one such company

Realex Payments (<http://www.realexpayments.com>) is based in Dublin, Ireland.

- > The company provides a range of payment processing services in areas such as card authorisation, fraud scoring, electronic funds transfer, foreign exchange, reporting and reconciliation tools and payer authentication.
- > Established in 2000, Realex Payments now has more than 1,100 clients including many airlines, call centres, utilities, service providers, e-commerce merchants and mobile operators. It also works with local authorities, the Government of Ireland and many acquiring banks.
- > The aim is to build payment exchanges that eliminate the need for clients to manage and run in-house hardware and software, and enable more efficient business processes.
- > Strong industry relationships are very important to Realex Payments. It is fully certified and approved by all of Ireland's acquiring banks, several banks in the UK, and charge card schemes such as American Express, JCB and Diners Club.
- > Clearly, security is a central concern. It is seen as a business priority, and the existence of a recognised, cross-industry standard such as PCI DSS enables the company to demonstrate its commitment.
- > Consequently, Realex Payments was one of the first companies in Europe to implement Visa's Account Information Security programme. Compliance was first established back in 2003 soon after the standards were first introduced.
- > Then, in 2005, once PCI DSS had been established, Realex Payments was again one of the first in Europe to achieve compliance.
- > As a large payment service provider, it is necessary for Realex Payments to comply with all aspects of PCI DSS. This includes a rigorous onsite audit, backed up by quarterly Vulnerability Scans.
- > To assist in the initial compliance process, and ensure that it remains compliant, Realex Payments works with One Sec (www.one-sec.com), a Qualified Security Assessor which has been certified by both Visa and MasterCard.
- > Compliance is not trivial. It does require diligence, but it also delivers significant benefits. In particular, it provided Realex Payments with a structured framework to independently confirm the quality of its security.
- > Realex Payments is confident in the knowledge that it meets all of the necessary security standards and, in many respects, exceeds them. And this achievement is actively communicated to the company's clients.
- > Realex Payments has also noted that prospective clients are increasingly enquiring about PCI DSS and, in some cases, asking to see evidence of compliance. Being able to point to its history and credentials provides the reassurance that all data is secure with Realex Payments.

Visa has a formal programme in place to help all service providers achieve PCI DSS compliance.

We have created a set of tools and resources to make it as straightforward as possible for you to implement PCI DSS. By implementing these standards you become compliant with our own AIS programme, and you automatically meet the requirements and recommendations set out by every other international payment card system.



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