TRUSTEDSEC
Evolve beyond threats

Project Management and Expert Knowledge Help Client Meet PCI Compliance with Less Stress

An organization had a years-long relationship with a Qualified Security Assessor (QSA) who completed various PCI compliance assessments to aid in protecting credit card data. After problems with the established assessor's competence and project management style arose, including late nights to meet the QSA's requests, the organization turned to TrustedSec. TrustedSec completed a variety of assessments that not only reduced the workload for the company but uncovered a number of serious issues and helped the organization meet the intent of the requirements and improve their security posture.

Problem

When working hand in hand with a Qualified Security Assessor (QSA), organizations must understand what project management style will best meet their needs in order to avoid headaches during the engagement. A capable QSA should follow a solid system of accountability, communicate important compliance milestones, and take the time to understand the organization's internal schedules and busy periods.

Unfortunately for one organization, its years-long relationship with a QSA began to sour due to the QSA's increasingly incompetent project management style. The organization reached out to TrustedSec's PCI Practice Lead Justin Leapline and explained that their previous QSA's work style may have been limiting the results, causing unplanned deadlines and overlooking non-compliance issues that increased their risk.

PERSONNEL PROFILE

Engagement Lead:
Justin Leapline,
Practice Lead, PCI

Justin Leapline has over twenty (20) years of experience involving system administration, software development, and information security. His core skills include regulatory and contractual compliance within the information security realm, security program management, and general governance practices and frameworks. Justin has spoken at numerous conferences concerning risk management, payment card industry (PCI), and general information security practices.

Solution

After a series of productive conversations, TrustedSec was engaged to perform a PCI Readiness Assessment in order to uncover any PCI compliance gaps. Leapline met with stakeholders from the organization to gain an understanding of how TrustedSec could most effectively serve the organization's project management needs and more effectively meet deadlines without undue stress on the team.

Leapline's expertise during the initial assessment uncovered a number of serious issues that caused compliance deficiencies and increased risk. A number of systems had not been patched for several years because of various upgrade issues, and weak segmentation controls were allowing the cardholder data environment to creep into the general network. Years' worth of critical issues were found stemming from vulnerabilities that were not properly remediated.

Most alarming of all was that the previous assessor allowed these high-risk issues to persist, letting the organization to believe it was meeting all the necessary requirements of the PCI Data Security Standard.

Benefits

With TrustedSec's help, the organization not only successfully achieved full compliance with the PCI Data Security Standard, but the scope was also reduced, which simplified ongoing compliance for the client team.

"Our approach to working with new customers is customized, but always involves gaining a strong understanding of their business operations and how compliance fits in their priorities," Leapline says. "While it's almost guaranteed that challenges with compliance will arise, with a personable, empathetic, and right-fit approach, they can be resolved pragmatically and efficiently."

About TrustedSec

TrustedSec is an Information Security consulting team at the forefront of attack simulations with a focus on strategic risk-management. Our goal is to help organizations defend against threats of all kinds and change the security industry for the better.

With a team handpicked not only for expertise and technical skill, but for ethical character and dedication, TrustedSec is committed to increasing the security posture of organizations around the world.

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