

## CASE STUDY

# Ultra Secure availability for card payment processing

Our client is a leading provider of omni-channel payment processing services. With customers from large multi-national organisations to single traders they trust The Bunker to protect their cardholder and payment data. Over the last 16 years, they have grown to process

transactions from over 15,000 sites in the UK and Ireland. Coverage includes both 'present' and 'not present' environments for retail, transportation, entertainment, healthcare, e-commerce, and public sector.

## PCI DSS COMPLIANCE

Our client outsources their system support and hosting of its Payment Service to The Bunker. This service provides online authorisation and settlement functions to organisations accepting payment cards for purchase of goods and services.

In a typical configuration, our client's software communicates with a merchant's point of sale system and the card reader hardware to accept payment. The Payment System also processes fuel cards, electronic gift cards, (ETU, DCC) and other transaction types.

Ensuring PCI DSS Compliance, security and high availability are fundamental requirements.

The Bunker's I2 point PCI DSS accreditation made them an obvious choice to partner with.

The Partnership has helped our client with its QSA process and reduced the scope of its PCI DSS compliance.

By outsourcing to The Bunker, our client can concentrate on delivering high quality business services to its customers. The partnership allows our client to be more flexible in offering new business services to its customers and more agile in its continuously evolving marketplace.



**"WE OPERATE 24/7/365 - UPTIME IS CRITICAL AND ANY DOWNTIME IS DETRIMENTAL TO OUR BUSINESS. BEING ABLE TO GET ACCESS AND SUPPORT TO OUR SYSTEMS 24/7/365 IS ESSENTIAL. THE BUNKER DOES A GOOD JOB OF THIS."**

-Managing Director

## OUR ULTRA SECURE SOLUTION

Knowing data is secure is paramount to our clients' clients and partners. Hosting with The Bunker an Ultra Secure partner emphasises its commitment to security. The Bunker delivers all aspects of a tailored and secure solution from within its ex-MOD nuclear bunker facilities.

From stringent around the clock control of access to the site, to unparalleled levels of digital security and ISO 27001 certified processes, The Bunker's acknowledged world class security experts designed and support a fully managed secure solution based on our clients' exact needs and helping ensure the company meets Level I PCI DSS Compliance.

Monitored 24/7/365, with dedicated multiple power sources and diverse fiber connectivity to multiple points of presence, The Bunker takes every possible step to ensuring our clients' payment service is available to its customers at all times.

## RESULTS & BENEFITS DELIVERED

- Our client enjoys peace of mind thanks to The Bunker's all-encompassing approach to physical, human and digital security.
- They benefit from greater flexibility and agility to concentrate on innovative new solutions while The Bunker proactively manages the security and availability of its existing Payment System.
- Working in partnership with The Bunker, our clients' process of achieving PCI DSS Compliance was simple and straightforward.

## PRODUCTS & SERVICES

- PCI DSS Compliance
- Ultra Secure data centre
- 24/7/365 support
- Managed hosting

### THEIR VERDICT

**"AVAILABILITY OF OUR SERVICE IS THE MOST IMPORTANT FACTOR FOR OUR CUSTOMERS AND MOVING CLOSER TO PERFECTION IS OUR SHARED GOAL. WE PLAN TO EXTEND OUR ENGAGEMENT WITH THE BUNKER WHEN WE ADD NEW E-COMMERCE SERVICES, ALLOWING US TO BE MORE FLEXIBLE AND AGILE IN OUR APPROACH. WE ARE ALSO WORKING CLOSELY WITH THE BUNKER TO ENHANCE OUR DISASTER RECOVERY FACILITIES AND TO OFFER CLOUD BASED PAYMENTS. "**

-Managing Director

## THE BUNKER PROTOCOL™

The Bunker Protocol™ is an all-encompassing methodology that secures against risk and ensures the most secure IT delivery in the UK.

The Bunker Protocol™ incorporates Physical, Human and Digital security capability and processes and wraps them with a governance and standards layer that ensures that client data and clients systems are continually secure against threats to confidentiality, integrity and availability.

## THIS IS ULTRA SECURE

- Physical** Military Grade data centres
- Human** All employees are fully background checked and our culture starts and ends with security
- Digital** We build and integrate systems in-house, Ultra Secure, from the source code up