

## A CASE STUDY



# Security Gaps in Policy & Practice



### WHO

Global Retailer Thousands of Brick & Mortar Stores

#### WHAT

Security policies and practices not followed

#### WHY

Breakdown in structure across stores

## HOW

PCI DSS Assessment

# **OVERVIEW**

During a PCI Assessment for a global retailer, HALOCK discovered and helped resolve significant breakdowns in security policies and practices implemented at the stores.

## **RISK & VULNERABILITY**

Staff were not inspecting devices for tampering and were not following procedures regarding repair and maintenance of card swipe devices allowing anyone to claim they needed to work on the devices. This risk impacted potentially thousands of stores.

## **REMEDY & SOLUTION**

The retailer, their processor and card brands reached an agreement to grant the retailer 1 year to re-architect their PCI DSS cardholder data environment (CDE) to be easier to maintain compliance.

HALOCK partnered with the client in designing a new environment which included reducing complexity and implementing upgrades to end of life (EOL) equipment. These enhancements greatly reduced the company's risk and compliance activities.

HALOCK continues to work with the retailer during monthly status calls to maintain PCI DSS compliance throughout the year between assessments. In subsequent annual assessments, the retail client has easily shown they achieved and maintained PCI DSS compliance.



# **HALOCK SOLUTIONS & SERVICES**

HALOCK Security Labs can support and enhance your PCI DSS compliance through PCI Scope, Preparedness Assessment, Remediation, and Validation.