



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.