

NCI Case Study - DST Output

PROFILE

As one of the largest customer communications companies in the world, DST Output specializes in producing transactional mail documents and delivering them through physical, electronic and mobile channels. DST Output provides these services to many of the most respected brands in Canada within financial services, credit card, telecommunications, insurance and utilities.

DST produces more than 3 billion customer communications annually and has been at the forefront of industry innovations, earning over 30 industry patents. With a commitment to continuously future-proof its services, DST continuously seeks ways to generate value for its clients.

SITUATION

DST stores and transmits primary account numbers as a mechanism to service our clientele. In order to reinforce customer confidence in DST's payment security dossier and augment competitiveness in the credit card services arena, DST recognized and embraced Payment Card Industry (PCI) Security Standards Council certification requirements in 2011.

PCI standards reduce cardholder exposure and incidents of credit card fraud. These standards mandate twelve rigorous criteria under six control objectives regarding card data storage, processing and transmission of customer information, with the stated goal of ensuring cardholder privacy and security. Validation is conducted annually by an external Qualified Security Assessor (QSA) consultant.

Seeking to solidify its PCI compliance profile, DST sought a superior IT partner to provide knowledge, guidance and implementation services. DST was referred to NCI by a major international consulting and auditing firm who is also a member of the Big Four professional services firms.



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NCI is a PCI assessment and certification expert with over five years of PCI-specific experience assisting hundreds of Canadian businesses secure their PCI certifications and buttress their online payment security profiles. NCI consultants are certified by PCI Security Standards Council as Authorized Scanning Vendors (PCI ASV), Qualified Security Assessors (PCI QSA) and Payment Application Qualified Security Assessors (PCI PA QSA).

SOLUTION

DST retained NCI for a three-month period, during which NCI provided PCI consulting and assessment services to fulfill DST's PCI compliance requirements. NCI began by conducting a PCI Readiness Review, it later executed a comprehensive assessment of DST's existing enhanced security environment. From their assessment, NCI identified areas that fell short of PCI compliance and provided high-level remediation recommendations to correct these shortages. NCI also performed quarterly ASV scans to comply with PCI ASV requirements, and issued a PCI Report of Compliance (ROC). The ROC compiles and summarizes data from the PCI DSS required annual audit of DST's online environments, thus validating PCI compliance.

RESULTS

Attaining PCI compliance has helped to solidify DST Output's place as an industry pioneer and leader in corporate high volume document production and distribution. Attaining PCI security standard compliance is a requirement for all merchants handling electronic cardholder data worldwide, and is expected of a business by both major credit card companies and conscientious consumers. Compliance indicates reliability and responsibility on the part of businesses, reinforcing consumer confidence in both the business and their services.

By choosing NCI as their PCI compliance IT consultant, DST made a substantive investment in the continued high performance of the company. While DST had many other options, the company chose NCI for its targeted PCI expertise and upon the strong recommendation of one of the largest professional services companies in the world. NCI delivered beyond expectations, providing exceptional guidance, professional support and customer service, leaving DST with a reinforced e-commerce environment and a PCI stamp of approval.

"NCI was a very professional organization to deal with and our security stance has significantly improved based upon their expert guidance. Our QSA had an impressive wealth of security knowledge and paved the way for DST to differentiate ourselves from our competition."

- MARK FOWLE, PRIVACY OFFICER/DIRECTOR, PRIVACY & COMPLIANCE



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