

# NCI Case Study- Sigma Software Solutions

## PROFILE

In the highly competitive world of software development, Sigma Software Solutions has set itself apart as a leading provider of high-performance customer, order and revenue management software primarily for the telecommunications industry and other high-transaction, customer-facing businesses throughout North America, Europe and Africa. Delivering on its vision of reliably and efficiently automating high-volume business process transactions for traditional and next-generation service providers, resellers and utilities since 1994, Sigma seeks to maximize productivity, profitability and customer satisfaction through reduced operating costs and churn. Headquartered in Toronto, Canada, Sigma's international client base includes Bell Canada, Sears Canada, Primus, Bullseye Telecom, ACN US, Portugal Telecom, Zamtel and many others.

## SITUATION

As companies around the globe seek to continuously improve their processes and productivity, and security threats constantly evolve, Sigma Software proactively sought to strengthen its IT security standards by achieving Payment Card Industry Data Security Standard (PCI DSS) compliance. The standard consists of twelve rigorous requirements for businesses that store, process or transmit payment cardholder data. These requirements specify the framework for a secure payment environment, and are accomplished through a three step process of Assessment, Remediation and Reporting.

Seeking the right IT Security consulting partner that could work seamlessly with their team, Sigma was impressed by NCI's demonstrated expertise in network and IT security assessments, and the depth of knowledge that their QSA-certified consultants brought to the table. With an industry-leading combination of CISSP (Information Systems Security Professional) and CISA (Certified Information Systems Auditor) certified security consultants, and QSA (Qualified Security Assessors), PA-QSA (Payment Application), and ASV (Approved Scanning Vendor) PCI Council Certifications, NCI was the ideal choice for Sigma.

With a track record of securing hundreds of public and private sector clients across Canada, NCI's professionalism, client-centric focus, and agile team of consultants made the choice an easy one for Sigma.



95 Topflight Drive  
Mississauga, Ontario  
CANADA L5S 1Y1

905.607.9777  
866.370.8575  
sales@nci.ca

## SOLUTION

NCI's Assessment Consulting team came on-board to work closely with Sigma's team over a two-month engagement on all aspects of the assessment, offering strategies for mitigating issues throughout the process. The NCI team assessed the Sigma environment, identified gaps, and provided recommendations. Knowing how challenging it can be for new customers to learn, understand and implement the complexities of the PCI DSS requirements for compliance, NCI's consulting insight and remedial option approach made the decision-making for Sigma to carry out remediation easier than expected.



**“Doing business with NCI was easy; there was comfort in knowing that they could provide end to end Security Consulting. From scope reduction recommendations, to technology remediation implementation and ongoing vulnerability scan services; their approach to consulting was comprehensive, yet without pressure to do everything all at once. NCI was a great fit.”**

— TAHIR RAMZI, GENERAL MANAGER, OPERATIONS, SIGMA SOFTWARE SOLUTIONS

Rounding out the engagement, NCI guided Sigma Software with the completion of their Attestation of Compliance and provided a certification of the SAQ (Self- Assessment Questionnaire) Review. The knowledge transfer to Sigma positioned them well for the future - as standards evolve to respond to emerging security threats, the Sigma team is empowered with proven methodologies and processes to act quickly and effectively to remain compliant.

## RESULTS

The PCI Data Security Standard is the global data security standard that any business of any size must adhere to in order to accept payment cards, and to store, process, and/or transmit cardholder data. Compliance with the PCI DSS means that your systems are secure, and customers can trust you with their sensitive payment card information and privacy.

Compliance also means a significant competitive advantage for industry-leading companies who can foresee the long-term benefits of being certified. Sigma Software Solutions made the investment to meet the industry standard, choosing NCI as its IT security partner – a team with both the expertise and professionalism necessary to allow Sigma to achieve its goals on time and on budget. Danny Timmins, CEO, NCI notes, *“Our goal at NCI is to work with our clients to provide business solutions in the most efficient, professional and cost-effective manner possible. The work that our people did with Sigma Software demonstrated our commitment to putting the client first.”*

While other, larger, IT security firms were vying to work with Sigma, choosing NCI was not only a matter of their consulting expertise, it was a matter of compatibility. *“NCI provided excellent professional support during our PCI compliance project. They provided the QSA expertise, quick feedback and, most importantly, the flexibility that Sigma Software needed to achieve our project goals, on time.”* said Ramzi. In the highly competitive world of software development, the investments Sigma Software has made to deliver the highest levels of quality possible, is poised to serve the company and its customers well today and in the future.



95 Topflight Drive  
Mississauga, Ontario  
CANADA L5S 1Y1

905.607.9777  
866.370.8575  
sales@nci.ca