

PCI COMPLIANCE IN THE LOGISTICS AND TRANSPORTATION INDUSTRY:

An Interview with TradeshowLogistics

Bryan Jackson, CIO of TradeshowLogistics, a general contractor for tradeshow, explains how he faced PCI Data Security Standards compliance when creating a new online customer manual.

Q Has the PCI standard recently impacted your organization or have you dealt with it before?

A Although TradeshowLogistics has been taking credit cards for a number of years the regulations impacted us two years ago. As general contractors to the tradeshow industry the majority of our revenue is generated with credit cards. Prior to two years ago our online exhibitor manual, where we see the most credit card activity, was supplied by a third party vendor. PCI compliance was not an issue for us at that time.

When we decided to build our own online system and sent out our design specs, one of the software development vendors responding to it brought up the subject. The vendor raised our awareness to these standards. I then did some investigating and determined our new online system would require very stringent criteria to meet the PCI standards. These standards became an integral part of the design of our new online manual.

We knew the importance of including this in the design process to insure our system was state of the art as well as being PCI compliant. Our clients, the show producers, entrust their clients to us. We must provide a secure environment for them to do business.

Q In what ways has the recent importance placed on the PCI-DSS standards/requirements impacted how you do business?

A Since we had already committed to designing a new system we simply had to make certain every aspect met the regulations. This involved making certain that each employee who has access to the system has their own account number which controls the information they can access. In addition, we added physical security. Client information and credit card account numbers are housed on different servers with firewall protection in between.

We are level four merchants so our auditing requirements are minimal - quarterly scans from a certified vendor.

Our new system is compatible with the software from two reputable card processors. We are confident they have the appropriate systems in place to complement ours.



Q Are you handling this compliance issue internally or did you have to reach outside the company to meet the requirements?

A We took the responsibility for it ourselves as we built the system, making sure at every step that it would provide PCI compliance.

Compliance awareness training falls within our regular training program. We have a small team which makes it very easy for us to keep them current on all regulatory matters, especially those pertaining to information security.

Q Prior to PCI compliance did you have an Information

Security program in place?

A Yes, we had an information security program in place, but it was not specific to the PCI standard.

This PCI compliance issue simply added more emphasis to information security, moving it to the "official" forefront. The timing was perfect, implementing these requirements was much easier and more cost effective in the process of designing our new system rather than going back to patch in security after the fact. Once I learned of this and did my homework, I rewrote the design specs to include PCI compliance requirements.

Q Has PCI been a discussion point with your customers, vendors or business partners? Is it a selling tool or a contractual requirement?

A Yes. PCI Compliance has been a discussion point both with vendors and customers. We are very pleased to have been ahead of the curve in paying serious attention to this issue, and to have a state of the art system that we can use as a selling point.

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