

Eliminating Scope Creep Through Reuse Within a Large & Complex Merchant

Simon Turner, Head of PCI Compliance
British Telecommunications Plc (BT)



British Telecommunications Plc



Reporting PCI DSS status since 2009

British Telecommunications Plc



Reporting PCI DSS status since 2009



Multiple Brand – BT, EE, plusnet, Enterprise, Global & Openreach



Support 30,000,000 Consumers & 1,000,000 Businesses

British Telecommunications Plc

- ✓ Reporting PCI DSS status since 2009
- ✓ Multiple Brand – BT, EE, plusnet, Enterprise, Global & Openreach
- ✓ Support 30,000,000 Consumers & 1,000,000 Businesses
- ✓ Over 200 Contact Centres @ 1,000,000 Calls Per Month
- ✓ Biggest Retail Footprint of any Connectivity Provider (exceeds 600)
- ✓ 13 x eCommerce Websites

British Telecommunications Plc

- ✓ Reporting PCI DSS status since 2009
- ✓ Multiple Brand – BT, EE, plusnet, Enterprise, Global & Openreach
- ✓ Support 30,000,000 Consumers & 1,000,000 Businesses
- ✓ Over 200 Contact Centres @ 1,000,000 Calls Per Month
- ✓ Biggest Retail Footprint of any Connectivity Provider (exceeds 600)
- ✓ 13 x eCommerce Websites

Our Ambitions



**Protect and Preserve
PCI DSS
Compliance
across all
brands and
all channels**

**A simpler, more
efficient and
dynamic BT
Group by
providing a
modern, modular
IT architecture**

**We want to give
customers
standout
experiences by
delivering brilliant
service, solution
and outcomes**

Our Ambitions



**Protect and
Preserve
PCI DSS
Compliance
across all
brands and
all channels**

**A simpler, more
efficient and
dynamic BT
Group by
providing a
modern, modular
IT architecture**

**We want to give
customers
standout
experiences by
delivering brilliant
service, solution
and outcomes**

As-Was: Opportunities For Scope Creep and Reuse



MOTO : Agents, Desktops, CRM & Telephony

- 200+ Contact Centres & 20,000 Agents
- Almost 2,000,000 card payments by phone per year
- About 60,000 card payments by IVR per month
- Roughly 170,000 card payments by chat per year

As-Was: Opportunities For Scope Creep and Reuse



MOTO : Agents, Desktops, CRM & Telephony

- 200+ Contact Centres & 20,000 Agents
- Almost 2,000,000 card payments by phone per year
- About 60,000 card payments by IVR per month
- Roughly 170,000 card payments by chat per year

As-Was: Opportunities For Scope Creep and Reuse



MOTO : Agents, Desktops, CRM & Telephony

- 200+ Contact Centres & 20,000 Agents
- Almost 2,000,000 card payments by phone per year
- About 60,000 card payments by IVR per month
- Roughly 170,000 card payments by chat per year



Retail – Staff, Desktop, CRM & Payment Entry Device

- 660 Retail Stores + 13,000 Colleagues
- 80,00 Credit & Debit card payments per month
- RIO Team – Store Support Contact Centre

As-Was: Opportunities For Scope Creep and Reuse



MOTO : Agents, Desktops, CRM & Telephony

- 200+ Contact Centres & 20,000 Agents
- Almost 2,000,000 card payments by phone per year
- About 60,000 card payments by IVR per month
- Roughly 170,000 card payments by chat per year

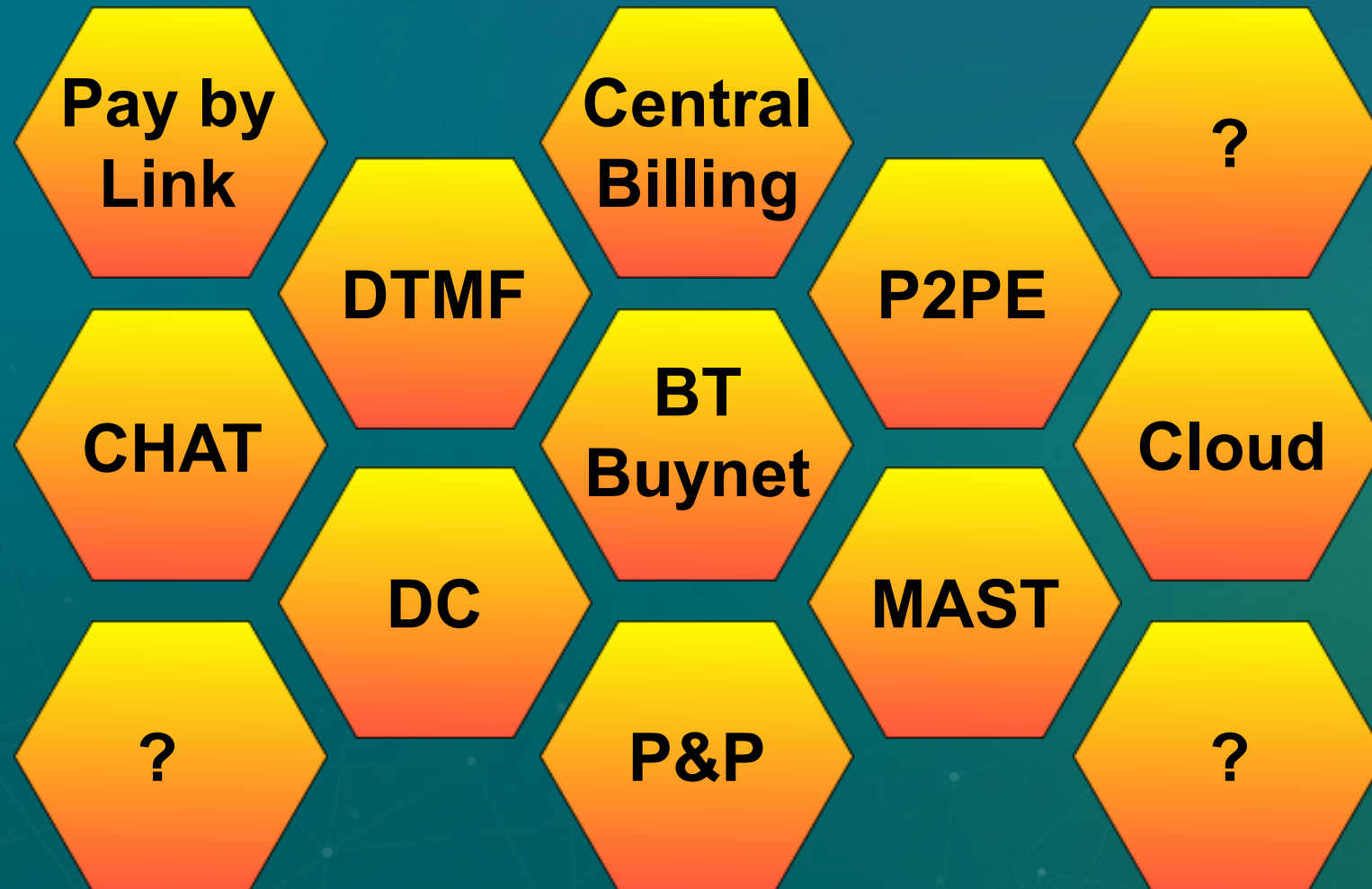
Retail – Staff, Desktop, CRM & Payment Entry Device

- 660 Retail Stores + 13,000 Colleagues
- 80,00 Credit & Debit card payments per month
- RIO Team – Store Support Contact Centre

eCommerce – Technology & Support Staff

- 10,000 Technology Unit Colleagues
- 250,000 card payments per month

PCI Programme - Central Building Blocks



Opportunities for Reuse & Prevention of Scope Creep

1. SAQ A iFrame validation
2. Hosting of style on Buynet
3. MAST for operations and management
4. CCE & DTMF Masking through CRM for:
 - BT Contact Centre Agents Office & WFH
 - BT Partner Contact Centre Agents & WFH
5. CHD removal due to P2PE
6. CCE & DTMF Masking through CRM for:
 - Retail Micro Contact Centre Agents
 - Retail Store Support



Takeaway From The Last 5 Years

- Significant engagement with Key Stakeholders which resulted in BT Board commitment to achieving 100% compliance by a fixed date
- Engagement with the Acquirers was vital, allowing us to confirm the validity of our plans to the BT Board
- Capitalise on existing programs to promote the opportunity for reuse e.g. CCE Program for DTMF and integration strategies for acquisitions
- Covid became an opportunity - enabling WFH speeding up DTMF deployment
- Training, awareness and frequent communications
- Reuse drove reduction of PCI Scope and Business Risk

Takeaway From The Last 5 Years

- Significant engagement with Key Stakeholders which resulted in BT Board commitment to achieving 100% compliance by a fixed date
- Engagement with the Acquirers was vital, allowing us to confirm the validity of our plans to the BT Board
- Capitalise on existing programs to promote the opportunity for reuse e.g. CCE Program for DTMF and integration strategies for acquisitions
- Covid became an opportunity - enabling WFH speeding up DTMF deployment
- Training, awareness and frequent communications
- Reuse drove reduction of PCI Scope and Business Risk

Thank You



Security
Standards Council[®]