



## CASE STUDY

# Qualified Integrators and Resellers (QIR)<sup>™</sup> Training



### THE COMPANY

#### Reliant Security

450 7th Avenue, Suite 503  
New York, NY 10123

Founded in 2005, Reliant provides retail, convenience and restaurant store chains with a secure, cost-effective and centrally managed solution to host the next generation of applications that drive today's retail experience.

### THE PRACTITIONER

#### Mark Weiner

- Chief Operating Officer
- 8 years in current position

Mark is a former QSA, turned payment systems integrator with over 15 years of experience in Information Technology. Prior to co-founding Reliant, Mark led the Information Security Practice at a large hosting company, where he was first exposed to the challenges that retailers faced with PCI DSS compliance. At Reliant, Mark leads the Information Security team, focused on cost-effective solutions for securing payment card transactions in retail and e-commerce.



### THE OUTCOME

As a result of the QIR training, we have applied some new best practices for customer deployments including, remote access parameters, project planning and defining deliverables. It helps us provide a better customer experience.

## Real Experience. Real Benefits.

**No one tells our story better than our training participants themselves. Here's what Mark had to say...**

### Was there a personal or corporate issue that prompted you to seek QIR training?

As a systems guy in a community long dominated by PCI assessors, I was frustrated that there was no place in the PCI universe for someone like me. When the Council announced the start of the QIR program, I jumped at the chance to be the first to get the training.

### Why did you choose to get training through the Council?

We like to go to the source. There is only one universally accepted source of information and training that both our peers and customers will accept, and that is the PCI Security Standards Council.

### How does this training benefit your company?

While Reliant has always held itself to the highest standards for security and meeting PCI requirements, the training convinced us to apply some new best practices recommended by the Council for remote access of customer sites, project planning and defining deliverables associated with a customer deployment. Now, as a QIR company, we are able to more simply articulate our value proposition and provide a service that is measurably better than our competitors.

### If you had to pick one best thing about the training, what would that be?

We've had three integration specialists go through the training so far. It's a great way for our payment system integration specialists to increase their understanding of both PCI DSS and PA-DSS.

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## Qualified Integrators and Resellers (QIR)<sup>™</sup> Training

### Do you find merchants seeking you out for secure installations?

Yes, we do. Merchants are becoming more aware of the importance of maintaining a layered defense. They want to ensure that their PA-DSS validated applications are securely configured to protect their cardholder data environment, so they are very interested in the service and certification aspect that comes with having a QIR deploy their payment applications.

### How long would you estimate it would be before you could apply the training on the job?

Since we are system integrators, the training applies to most everything we do, so the payback was nearly immediate.

### Do you feel the training was worthwhile?

Yes! As a result of the training, we have applied some new best practices that help us provide an even better customer experience. Our customers appreciate the extra attention to security-related details and documentation that come with our service.

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*With an aging payments system and soon to be unsupported software, I knew a technology upgrade was in order...and I wanted to be sure that whatever new system was implemented was PCI compliant. I wanted to be able to maintain our equipment and simplify the PCI assessment process.*

*In addition to orchestrating a much needed cleanup of our technology environment, having a QIR installation allows me to ensure that all our locations and all our systems would pass muster when the QSA comes in.*

Reliant QIR client: Casual Dining Restaurant

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**Maximize Knowledge.  
Minimize Risk.**

**For more information about our Qualified Integrators and Resellers (QIR) training – or any of our other PCI training and qualification courses, please call: +1-781-876-6222 or visit: [www.pcisecuritystandards.org/training](http://www.pcisecuritystandards.org/training).**