



CASE STUDY

PCI Data Security Standard (PCI DSS)

THE COMPANY:



FIS is a solution and service provider in the world for the Financial Industry. The company provides card processing services for several customers within the Latin American region, call center services for those issuers, back office and fraud prevention.

As a service provider, how does the PCI Data Security Standard (PCI DSS) help your company?

Although already having a strong security posture, the PCI DSS helps FIS by fostering a disciplined approach to the compliance process. It creates good visibility of the controls within senior leadership and provides a common vocabulary for the executives.

What has been a key challenge for your company in implementing and maintaining PCI DSS controls?

One of the most challenging aspects to maintain PCI DSS compliance is the constant evolution of technology and its applications. Companies are always researching means to balance security, compliance, and business needs and with the increasing rate of innovation and breakthrough technologies, it's always a challenge to keep up with all the controls while supporting the company evolution.

And for a company as large as FIS, the biggest challenge is to coordinate several simultaneous assessments while ensuring that the company does not end up with several different distinct deliverable templates, process and procedures, while respecting the individual assessment and geographic region particularities.

How has your company addressed this challenge?

By having common templates to guide the preparation of evidence by the multiple business units, a programmed approach to coordinate the various assessments and a strong set of policies enforced throughout the organization helps to reduce the entropy and create a means to measure the effectiveness of those definitions among the current assessors. Regarding the evolutionary challenge, the only answer I see is to ensure we put PCI DSS compliance as an integral part of all the processes we run at the company.

What results did this lead to?

Certifications being completed consistently within the expected timeframe, a consistent approach across the multiple business units and knowledge transfer among peers and multiple assessment approaches.

What are your recommendations to similar companies when it comes to implementing and maintaining PCI DSS?

The program to implement and maintain PCI DSS compliance should be permanent and with proper empowerment and oversight. A PCI DSS program must be in the leadership agenda.

Brazil Regional Engagement Board

The PCI SSC Brazil Regional Engagement Board (REB) represents the perspectives of PCI Participating Organizations and PCI constituents in Brazil, advising and providing feedback and guidance to the PCI Security Standards Council (PCI SSC) on standards and programs development and adoption in Brazil.

FIS is an active member of the [Brazil Regional Engagement Board](#), which represents perspectives of PCI Participating Organizations and PCI constituents in Brazil, advising and providing feedback and guidance to the PCI SSC on standards and programs development and adoption in Brazil.