

OrcsWeb: Remarkable Service. Remarkable Support.  
Customer Solution Case Study



## Supporting a Payment Industry Solution Through Highly-Available, Highly-Scalable, PCI Compliant Managed Hosting

### Overview

**Country or Region:** United Kingdom

**Industry:** Payment Industry

#### Customer Profile

credEcard is a financial services company backed by some of the biggest players in the business. They have the management and financial expertise to deliver market leading, secure and reliable prepaid solutions.

#### Business Situation

Due to the evolution of compliance standards and customers' focus on security, credEcard, Ltd., a UK-based financial services firm providing payment solutions for businesses using prepaid MasterCard processing, needed to make the critical step to achieve PCI compliance to fortify the integrity of its operations.

#### Solution

PCI compliance is not a one-time activity. Its standards mandate continual review of every action to ensure long-term data security. Due to the turnkey solution and processes that OrcsWeb implemented and maintains, credEcard continues to successfully meet all PCI requirements.

"As a financial operation, security is paramount and as credEcard began to grow and the demands for tighter financial monitoring and security increased, we looked to OrcsWeb as a trusted IT partner to help us meet PCI compliance requirements. Fulfilling the requirements was vital for us to continue operating within the UK Payment industry."

Nirav Bhavsar, Project Manager, credEcard, Ltd

### Summary

credEcard is a financial services company backed by some of the biggest players in the business. The company has the management and financial expertise to deliver market-leading secure and reliable prepaid solutions. As a wholly-owned subsidiary of Contis Group Ltd., credEcard offers solutions covering the largest of requirements. credEcard has retained its own management team and flexible attitude, allowing it to deliver a bespoke end-on-end service for customers' prepaid payment needs.

## About credEcard, Ltd

For any company processing credit card information, achieving compliance with Payment Card Industry (PCI) data security standards is a requirement for doing business. These standards, designed to protect cardholder data from fraud, hacking, and other vulnerabilities, address the way data is used within the associated applications run by the card processor, as well as the environmental and procedural conditions under which data is stored and transmitted.

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"OrcsWeb has provided credEcard with reliable hosting services for many years, with attentive support and a detailed, solution-oriented approach to our needs. We have looked to its expert team for hardware and software upgrades, networking configurations, and complex technical setups," said Nirav Bhavsar, project manager at credEcard, Ltd.

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## The OrcsWeb Solution

Given the reliable solutions and support that credEcard was already receiving from OrcsWeb, various standard compliance requirements were already in place - such as security measures comprised of biometrics, multi-level access and password security, robust

firewalls, offsite backups, system patching, and use of private networks.

OrcsWeb began by addressing compliance needs on the environmental front, including any aspect of the environment touching the customer's card data such as domain controllers, name servers, backup systems, monitoring systems, password management and physical security.

"Had OrcsWeb not been able to meet this challenge or comply with requirements, credEcard would have been forced to make significant, and potentially detrimental, operational changes," said Bhavsar. "Migration to a new hosting provider would have been inevitable, resulting in downtime and disruption of our services to clients. Knowing our predicament and delivering their strong customer service, OrcsWeb commenced to delivering the security solutions necessary to fulfill the PCI requirements."

Next, OrcsWeb's support team implemented encrypted backups, document storage archiving, anti-virus/spyware and intrusion detection software, quarterly penetration testing by third parties, and logging all movement of media.

As part of its robust compliance solution for credEcard, OrcsWeb adopted an extensive auditing and documentation process, which is a significant addition to its service offering. With these processes in place, everything that touches the credEcard system, including software changes, backups, physical accesses by OrcsWeb's support team, and any abnormalities detected in the system, is documented. These logs are audited by a third-party and reports are generated and compared against a normal activity

standard for credEcard customers. Any anomalies are logged and resolved, and documentation describing rules and the possible impact of any non-compliant situation is produced. All documentation is archived for a year, which has resulted in a tremendous storage requirement for credEcard to be satisfied by OrcsWeb.

"OrcsWeb rose to the challenge and implemented all of the various controls and security measures quickly and effectively, with no service interruption to credEcard customers," Bhavsar continued. "Compliance with Payment Card Industry and our third- party partners was ultimately achieved on time and with minimal UK assistance."

## The Result

"As we tailored a solution to meet credEcard's compliance needs, we evolved our services by laying the groundwork for helping existing and future clients take advantage of these processes for their compliance requirements," said Brad Kingsley, the president and chief executive officer at OrcsWeb. "Thanks to our expert team, we implemented this solution with no impact to any other clients' infrastructure and we continue to support credEcard's ongoing compliance needs."

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"The OrcsWeb team surpassed our expectations with the delivery and execution of this project," said Bhavsar. "Having this robust compliance solution sets us apart from competitors and allows us to further our business

objectives by reaching potential clients who previously would not have been compelled to use our services. We now enjoy the confidence that all PCI compliance requirements for credEcard are being fulfilled and maintained, and look forward to enhancing the capacity in which we work with the OrcsWeb team."

## About ORCS Web Inc.

ORCS Web, Inc. is a Charlotte, N.C.-based web-hosting firm providing managed hosting solutions since 1996 to clients in 70+ countries that develop and deploy applications on Microsoft Windows® platforms. Services include shared, cloud, and dedicated hosting, with specialty in ASP.NET, SQL Server, and architecting highly scalable solutions. OrcsWeb's dedication to being number one in customer service provides clients with "Remarkable Service. Remarkable Support." OrcsWeb is a Microsoft Gold Certified Partner.

### For More Information

For more information about OrcsWeb products and services, call the OrcsWeb Sales Information Center at (888) 313-9421. To access information using the World Wide Web, go to:

[www.orcsweb.com](http://www.orcsweb.com)

For more information about credEcard products and services, call +44 (0)1756 693260 or visit the website at:

[www.credecard.com](http://www.credecard.com)

#### Software and Services

- Microsoft Server Product Portfolio
  - Windows Server 2003
  - Microsoft SQL Server 2005
- OrcsWeb Products
  - Managed Dedicated Servers
  - PCI Compliance Security Services
  - Multiple Private VPN Tunnels

#### Hardware

- Dell PowerEdge servers
- Managed Dedicated Firewalls
- Managed Private GigE Network