TERAMIND

Financial Services Firm Maintains PCI-DSS Compliance with Teramind

"We needed a solution to help us maintain PCI compliance and have a forensic record of any potential non-compliance that we could implement with minimal disruption to user productivity. Teramind came through with its broad functionality, out of the box rules and quick deployment."

Chief Information Security Officer (CISO)

CASE STUDY

Business Challenges

The firm was facing a challenge to ensure continued compliance with PCI-DSS as it pertains to handling of credit card data. Specifically, the firm was looking for a technology to monitor employee activity to assist with:

- Identifying workflow involving credit card data.

- Enforce strict rules in terms of handling and storage of credit card data in the appropriate systems.

- Gain forensic evidence of all credit card handling activity in the event of non-compliance.

- Ensure best practices by identifying and preventing any non-compliant handling of credit card data.

Success Factors

Implement a transparent solution that would allow monitoring of all activity related to handling of credit card data, while ensuring compliance and capturing any non-compliance activity for non-compliance audit and reporting capabilities.

Company Profile

Company provides business process outsourcing for customer service, sales support and a variety of other services to some of the largest organizations in the world.

About Teramind

Teramind is a leading, global provider of employee and user activity monitoring, workforce productivity optimization, user behavior analytics, insider threat detection, forensics and data loss prevention solutions.

Over 2,000 organizations in finance, retail, manufacturing, energy, technology, healthcare and government verticals across the globe trust Teramind's award-winning platform.

Solution

Activity Monitoring:

✓ Credit card data related monitoring and data exfiltration rules.

✓ Monitoring of user activity within relevant systems.

✓ User session recording of all credit card data related transactions.

✓ Warning of misuse of systems or inappropriate placement and storage of credit card information.

Teramind for PCI DSS

Data security for merchants and processors

Teramind for PCI DSS helps organizations implement data protection policies to mitigate the risk of credit and debit card fraud, and ensures the security and privacy of financial and personal information.

It comes with extensive user activity monitoring, data exfiltration protection, audit, reporting and forensics capabilities.

Result

The firm was able to see improvements in the following areas:

- Better understanding of credit card data handling restrictions and requirements by users.
- Full audit trail of all credit card related transactions .
- Availability of forensic data (video) in the form of user session recordings to identify challenges and educate the user population and report on non-compliance .

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Live dashboard demo