



project & programme delivery

a regional transport company

the challenge

Although a programme to make the client compliant with the Payment Card Industry Data Security Standard (PCI DSS) had been underway since 2005 the company had not had not focussed on these requirements until May 2010. The standard covers over 200 specific requirements for the secure transmission and storage of payment card details that all merchants must adhere to. With a late start this left East Coast around 9 months behind other Train Operators with a significant need to catch up fast! qedis were engaged to provide a programme manager to oversee and help deliver the PCI DSS initiative successfully.

The race was on....!

our approach

The programme delivery process was managed over 3 clear phases of work which sought to bring the client up to speed with the PCI DSS regulations. The first phase entailed understanding the current PCI DSS compliance level across the entire business and included;

- Identifying and implementing a number of quick wins to increase the compliance level
- Managing an initial project to purge historic payment card data reducing risk exposure by 80%
- Using industry-standard methods to create a Steering Group and Programme team

The second phase built upon the first, developing greater momentum within the programme. Our approach here centred on increasing the compliance level significantly to make the client industry leaders in PCI DSS, managing a large scale IT change, creating a segmented IT network for all payment card data and a full handover process to ensure internal resources could manage the programme effectively. Our final phase of work looked to consolidate the team's previous work and ensure the new PCI DSS methods and frameworks were fully and effectively embedded into the company.

So has the client caught up...?

our value

- qedis employee achieved "Young Project Manager of the Year 2011" for outstanding delivery of the project.
- Completed Phase 1 and on track to successfully complete Phase 2
- Client moved from 2nd lowest compliance level in the industry to be in line with the industry average over the 3 months of Phase 1. Phew that was fast!
- Provided an accurate view of the date each activity is completed and the impact on compliance level over the duration of the programme
- Secured business wide buy in and support for the programme including the Boards
- Developed internal knowledge and capabilities throughout Phase 2 before handing over to an internal resource to manage Phase 3

