



CUSTOMER SUCCESS STORY

SISA helps a leading payment service provider from Africa address major security gaps to reinstate PCI DSS certification

ABOUT THE CUSTOMER

The client is a leading payment service provider from Africa. They provide businesses and individuals with a safe, secure, and efficient way to process payments via mobile money, cards, and mobile banking. They are at the forefront of using state-of-the-art technology with robust security measures, ensuring seamless transactions. Their mission is to empower Africans with affordable, convenient, and secure digital financial services, thereby promoting financial inclusivity and bridging the digital divide.

THE CHALLENGE

The client encountered a significant hurdle during the renewal of their PCI DSS (Payment Card Industry Data Security Standards) v3.2.1 certification. Unbeknownst to them, their previous certification had expired at the start of the project. This lapse, an oversight that went initially unnoticed, immediately exposed them to serious compliance vulnerabilities. As a result, they were at risk of incurring penalties and, more critically, jeopardizing customer trust and data security. This situation highlighted the urgent need for a swift and strategic response to reinstate compliance and secure their operations.

Furthermore, during an initial audit by SISA, the client was deemed unqualified for PCI DSS certification. This determination was due to substantial security lapses uncovered in the gap assessment, highlighting critical deficiencies in their compliance posture. These lapses had gone unnoticed for an extended period, even by the previous Qualified Security Assessor (QSA) company. Adding to the complexity, the client also required the mandated 4-quarter ASV (Approved Scanning Vendor) and IVA (Internal Vulnerability Assessment) reports, making the audit process even more challenging. They sought SISA's support to reinstate their PCI DSS v3.2.1 compliance swiftly to avoid disruptions to their operations or potential business losses.



SOLUTION OFFERED BY SISA

SISA's meticulous and comprehensive strategy to managing the client's PCI DSS assessments involved a multi-faceted audit process, leveraging industry-leading best practices and advanced compliance tools. Our team of seasoned consultants engaged in an in-depth analysis of the client's existing security measures and processes. This exhaustive examination revealed critical security lapses, most notably the storage of sensitive information, including Secure Authentication Data and CVV2, in clear text. SISA not only identified these flaws but also actively assisted in addressing them by implementing strong encryption and secure data storage practices. These improvements were vital for both PCI compliance and the overall security of the client's payment system. The SISA team employed a collaborative model, working closely with the client to foster a culture of security awareness and compliance thereby significantly reducing the audit timeline from over a year to just five months. This approach not only addressed immediate compliance needs but also equipped the client with sustainable practices for long-term security management.

BUSINESS IMPACT

Under SISA's expert guidance, the client achieved PCI DSS v3.2.1 compliance, enhancing their business credibility. SISA's thorough PCI audit helped the client fortify their security posture, enabling them to avoid any damage to their reputation and ensuring business continuity. SISA's expertise in PCI DSS certification audits was pivotal in restoring the client's compliance status, reinforcing their defenses against security threats, and enhancing their operational resilience. This strategic approach not only conserved the client's resources but also set a solid foundation for the upcoming transition to PCI DSS v4.0, cementing their status as a trusted and secure player in the payments industry.

SISA is a global forensics-driven cybersecurity solutions company, trusted by leading organizations for securing their businesses with robust preventive, detective, and corrective cybersecurity solutions. Our problem-first, human-centric approach helps businesses strengthen their cybersecurity posture. Industry recognition by CREST, CERT-In and PCI SSC serves as a testament to our skill, knowledge, and competence. We apply the power of forensic intelligence and advanced technology to offer true security to 2,000+ customers in 40+ countries.

Compliance

Payment Data Security

- PCI DSS
- PCI PIN
- PCI 3DS
- PCI P2PE
- PCI S3
- PCI S-SLC
- PCI CP (Card Production)
- Facilitated PCI SAQ
- Quarterly Health Check-ups
- Central Bank Compliance
- SWIFT

Strategy and Risk

- CCPA
- GDPR
- HIPAA
- ISO
- NIST
- SOC 1
- SOC 2
- Cloud Security

Security Testing

Application Security

- Application Penetration Testing
- CREST/CERT-in Approved Security Testing
- API Security Testing
- Secure Code Review

Network Security

- Vulnerability Assessment
- Penetration Testing
- Configuration Review
- Red Teaming Exercise
- Firewall Rule Review
- PCI ASV Scan
- Phishing Simulation

Hardware and IoT Security Testing

- Firmware Security Testing
- Hardware/Embedded Security Testing
- IoT Network Security Testing
- IoT/Embedded Application and Management Layer Security Testing

Cyber Resilience

Managed Detection and Response Solution – SISA ProACT

- Monitoring
- Attack Simulation
- Use-case Factory
- Advanced Threat Hunting

Digital Forensics and Incident Response

- Incident Response / Compromise Assessment Services
- Forensic Readiness Audit
- Forensic and Incident Response Retainer Service
- Payment Forensics Investigation
- Internal Forensics Investigation
- Ransomware Simulation

Data Protection & Governance

Data Discovery and Classification - SISA Radar

- Card Data Discovery
- PII (Privacy) Discovery
- Data Classification
- Data Masking/Encryption

Data Security as a Service

SISA Training

Payment Data Security Implementation

- CPISI
- CPISI Advanced
- CPISI-D (Developers)

Security Incident Detection and Response Programs

- CIDR

Cybersecurity Awareness

Forensic Learning Sessions for Senior Management