

# Case Study

## PayPoint Plc



*“When PayPoint a British organization who are leaders in the ‘pay-as-you-go’ and digital bill-pay markets in the UK, Ireland and Romania — recognized they needed to better protect their data and IT environment, they turned to **New Net Technologies (NNT)**. By partnering with **NNT**, PayPoint gained a top-class security solution they could rely on and afford. PayPoint were able to seamlessly deploy **NNT’s** Change Tracker FIM and Change Control solution — with significant benefits and payoff.”*



### Background

Thanks to PayPoint’s network of **50,000** stores and its pioneering retail technology, services, and omni-channel payment solutions, the company makes life easier for millions of customers every day.

With **\$13 billion (USD)** of payments processed each year and revenue of **\$278.5 million (USD)** in **2019**, PayPoint’s success and sustainable growth are driven by their desire to continuously innovate and create unrivaled customer experiences. PayPoint is listed on the London Stock Exchange and is an integral component of the FTSE **250** Index.

In **2017**, PayPoint established an internal Cyber Security & Information Technology sub-committee in order to recognize the significance of cybersecurity, the need for increased focus, and the importance of a structured approach to continuously improving their cybersecurity and compliance posture.



## Challenges

As an organization that processes billions of dollars' worth of payments each year, PayPoint recognized — due to a changing threat landscape and regulatory environment — the critical need to protect large volumes of sensitive data and improve their IT environment.

Additionally, PayPoint needed to navigate the cybersecurity skills shortage that presents a challenge for many companies in their industry. PayPoint was required to adhere to PCI-DSS compliance, and part of that mandate requires organizations to ensure that various file tracking and monitoring systems are in place.

PayPoint already had a File Integrity Monitoring (FIM) solution; however, as they were going through an IT transformation, they needed to increase their FIM services — and this would have significantly increased their costs.

**Simon Green**, Head of Infrastructure at PayPoint explained that increasing FIM services with PayPoint's previous provider was problematic. *"Since processing, some of these client transactions are so expensive due to the added security required, we actually earn minimal margins from them,"* he said.

*"I worked with **NNT Change Tracker Gen 7 R2** in a previous role and had a great experience,"* he added, describing why he felt **NNT** could make a difference to PayPoint as well.

*"In addition to the significant costs savings **NNT** would bring to the table, the product would also help us to achieve PCI compliance and overcome our shortage in cybersecurity skills since the product effectively automates the routine work of cybersecurity and compliance — eliminating the need for human interaction."*

*"It was clear **NNT** wasn't just going to sell us another product, they were going to sell us a robust security solution that was affordable and met our needs."*



## Solutions

To address their diverse set of challenges, PayPoint deployed **NNT's Change Tracker Gen 7 R2** across their organization. Change Tracker made achieving and maintaining continuous PCI compliance straightforward by providing built-in auditing and monitoring reports and templates.

With Change Tracker, PayPoint could be confident that any breach of compliance rule would be reported — including file integrity changes, installed programs and updates, security and audit policies, and user account and password policies.

**Mark Kerrison**, CEO at New Net Technologies, said that perceptions have changed in the PCI market, as there was a time when just passing an audit was the goal.

*"There is an awareness in the industry now of the real dangers that exist with complex and persistent cyberattacks,"* **Kerrison** said, *"and auditors are recommending that companies have powerful security tools like Change Tracker in place to ensure continuous monitoring and compliance."*

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According to **Green**, Change Tracker made PCI compliance simple for PayPoint. *"The ability for non-technical people to understand what's going on in our IT environment is excellent,"* he said.

*“NNT have put a lot of work into the product over the years, and they continue to update and improve it time and time again. The flexibility of the licensing model works well for us, too, as we can flex up and down as needed.”*

## Key Benefits:

- Ability to achieve and maintain continuous PCI-DSS compliance
- Integration with ServiceNow ITSM enables PayPoint to have a closed-loop environment for change management
- Strengthens the protection and detection capabilities of existing IT infrastructure
- Eliminates the need to carry out manual checks due to NNT’s software automation capabilities
- NNT products and services enables the delivery of a business-critical level of security
- Provides PayPoint peace of mind that their IT environment is in a secure and compliant state

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*“Signing up to a 5-year deal with NNT was an easy decision.”* **Green** also said that Change Tracker’s integration with ServiceNow’s ITSM tool enables PayPoint to have a closed-loop environment for change management. This meant that approved and authorized changes issued by ServiceNow could be validated, with a full audit trail of what had been changed and reconciled with the change request.

*“The ServiceNow integration with our previous FIM tool was weak and not supportive of our IT transformation goals,”* **Green** explained. *“I’m pleased to report that we’re in a much better place with our ServiceNow platform tightly integrated with Change Tracker, ensuring the change approval and reconciliation process is followed correctly in our fast-paced, complex IT environment.”*



## The Results

Working with **NNT** has helped PayPoint achieve a state of continuous PCI compliance, and it has eased the burden of having to conduct manual checks by giving PayPoint the confidence that any unauthorized changes taking place in their IT environment will be identified and treated accordingly.

*“Before Change Tracker, one of our legacy systems was making changes without authorization,”* **Green** said.

*“Someone in the business was allowing the changes without going through the change approval process, and our previous FIM product wasn’t reporting any of it.”*

*“Change Tracker is recognizing more change alerts and has given us the confidence that our IT environment is in a secure and compliant state, removing the need for our team to carry out manual checks.”*

*“NNT provides us with a high-class service and solution that enables us to deliver a business-critical level of security. I would rate their account management and technical support a **10/10** — the whole process is very engaging, and any questions or issues that we have are responded to promptly.”* - **Simon Green**, Head of Infrastructure at PayPoint



(844) 898-8362



USinfo@nntws.com



www.newnettechnologies.com

