

## SUMMARY

**Objective:** To overhaul Skipton Building Society's existing Chip and PIN provisions to help achieve compliance with PCI DSS regulations, to enhance customer experience, and to improve security.

**Solution:** The secure installation of PCI DSS 3.1 compliant P2PE Chip and PIN Entry Devices (PEDs) across Skipton Building Society's branch locations.

**Deliverables:** Barron McCann designed an appropriate solution alongside Skipton Building Society which was ultimately agreed with the Society's QSA and rolled out across their branches.

**Outcome:** Following a successful pilot and subsequent rollout programme, Skipton Building Society's security and customer experience are enhanced, their systems are being brought into compliance with PCI regulations across their branch locations, and Barron McCann continue to provide maintenance support.



## BACKGROUND

Skipton Building Society consulted a QSA assessor to examine their card environment and identified an ideal opportunity to upgrade their Chip and PIN provisions across their branch network, as these provisions were reaching end of life. Failure to comply with existing PCI DSS regulations can lead to significant charges.

Having made the decision to enhance their customer experience and security by rolling out PCI DSS compliant Chip and PIN entry devices (PEDs) across their branches, Skipton Building Society went in search of a suitable and experienced supplier to manage the roll out process. Barron McCann's services were recommended by The Logic Group and Ingenico, following successful work together on previous projects. Ingenico, at the time, was the only company producing PCI compliant P2PE PEDs.



“ There was a properly constructed pilot, and a proper firebreak for us to review, so we learnt valuable lessons; the main rollout went smoothly and it allowed us to update operations manuals for both sides”.

BOB FIELDING  
Strategic Buyer for Skipton Building Society



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## SOLUTION

Barron McCann worked alongside Skipton Building Society to design a solution suited to their needs, and this solution was subsequently agreed with the Society's QSA. With this approved solution formulated, and after the completion of a successful pilot, Barron McCann delivered a fully managed rollout programme from the arrival of the PEDs from the manufacturer, through installation to ongoing maintenance support.



“ One of the real challenges was finding the right partners to help us deliver this successfully and I think we have done just that... Barron McCann was very keen to support us and Skipton Building Society wanted to get it right, so the project and delivery teams worked very closely together to develop the right processes throughout the whole deployment of the new Chip and PINs. We started what appears to be a long and good relationship with great teams working well together on both sides”.

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Skipton Building Society selected the Ingenico iPP350 PED, and these devices were delivered to Barron McCann's distribution centre where they were assigned to appropriate store locations as per the rollout schedule. Serial numbers were captured and checked against pre-supplied details, with Barron McCann taking responsibility for the devices from delivery to the Distribution Centre to their final installation in Skipton Building Society's branch premises. PEDs were securely tracked and logged throughout the process, with serial numbers logged and checked carefully through every change of hands.

Deactivation of replaced devices was handled similarly, with every PED removal being confirmed centrally, according to the number of each removed device. Devices installed were tested to ensure proper operation, and Barron McCann continues to

provide support to Skipton Building Society after the rollout of the project, ensuring the smooth running of their new, PCI DSS compliant Chip and PIN solution.

## WHY BARRON MCCANN?

In addition to handling over 55,000 tills, 80% of which are PCI compliant, Barron McCann have a strong heritage with security products. Barron McCann's contribution to the 2011 Census Consortium was crucial to the overall success of the project. They specified, procured, delivered and maintained the secure IT systems used by the 2,500 temporary Field Managers responsible for the collection of the census, also providing a Technical Helpline to support these Field Managers directly.

“ Barron McCann is best known for our industry leading work in retail, but we are actually highly capable across a wide range of sectors. Being selected by Skipton Building Society to work on this project was really important, from a strategic perspective, as it has allowed us to prove our capabilities in the challenging financial sector. We're delighted with how the project went and look forward to the future opportunities that will undoubtedly result from this very successful assignment”.

SEAN CHANDIRAM  
Sales and Marketing Director, Barron McCann