

P2PE COMPLIANT DEPLOYMENT AND MAINTENANCE SERVICES CAPABILITY DOCUMENT



SUMMARY

As a renowned International IT services provider, Barron McCann has been providing an extensive range of global support solutions to retailers for nearly 40 years. Our continued commitment to helping our customers to stay safe, secure and operational has led to us recently achieving the prestigious PCI SSC QIR (Qualified Integrator & Reseller) accreditation and we continue to build on our range of fully compliant services for the deployment and support of payment systems.

BACKGROUND

With the growth of card based payments, supported by the rollout of Chip & PIN technology in the UK in 2006 and contactless payment systems soon after, we have been at the forefront of providing deployment and maintenance services for PIN Entry Devices (PEDs) in the retail sector for a decade. By the end of 2016 we had installed or upgraded over 90,000 PEDs and maintain over 55,000 PEDs in the UK and across Europe.

The threat of fraud has grown almost as fast as the use of payment cards, with fraud losses totalling £479M in 2014 (UK Card Association). The Payment Card Industry's Security Standard Council (PCI SSC) introduced new standards in 2004 to ensure data protection for card-based payments called the Data Security Standard (DSS). This standard was created to increase controls around cardholder data to reduce credit card fraud. It is mandated by the card brands and administered by PCI SSC.

P2PE significantly reduces the risk of credit card fraud, saves merchants time and money, provides a faster transaction process and reduces retailers' exposure to fines and liabilities.



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WHY P2PE?

Point to Point Encryption (P2PE) significantly reduces the risk of credit card fraud, saves merchants time and money on achieving PCI DSS compliance, provides a faster transaction process which benefits the merchant and customer, and reduces retailers' exposure to fines and liabilities.



The success and benefits of P2PE mean that many more retailers and other organisations that process payments now plan to adopt this technology, especially as these organisations are now liable for fines in the event of data breaches.

To adhere to DSS means exposing every part of the payment process to inspection, from card reader to the Payment Service Provider, and it proves both costly and time consuming to achieve this. However P2PE is a further technology that can be overlaid onto the payment process which scrambles (encrypts) the card data the moment the card is inserted into the payment device, and only unscrambles it at the Payment Service Provider. This makes the card data valueless if intercepted, and removes the need for DSS compliance through most of the retailer's network.

The critical piece of equipment that allows merchants to become P2PE compliant is a PED with the necessary encryption technology built in. Due to the sensitive nature of these PED devices, there are strict standards around their storage, shipment, installation and deactivation. Barron McCann has embraced P2PE requirements within both its deployment and maintenance services divisions, already helping several retailers migrate to, or deploy, new P2PE installations in both the UK and across Europe.



VALIDATION AND FAILURE TO COMPLY

Failure to adhere to DSS can result in significant fines and penalties and the retailer is now also responsible for both the cost of the fraud as well as administrative costs, in addition to the reputational damage that will occur in the event of data breach.

Validation of compliance is a necessary requirement and is performed annually, either by an external Qualified Security Assessor (QSA) for organisations handling large volumes of transactions, or by Self-Assessment Questionnaire (SAQ) for companies handling smaller volumes.

THE WEAK LINK IN THE CHAIN?

To protect each PED's encryption key, a formal regime of ownership, monitoring and documentation is required throughout the PEDs' lifecycle. The weak link in the chain is often in the deployment and ongoing servicing of PEDs.

This is where Barron McCann assists organisations across multiple industries, working with those organisations' QSAs to meet their requirements and provide compliant installation, servicing and logistics delivered through our own engineers to ensure services remain P2PE compliant. This is supported by a training regime to ensure all staff working on a specific client's solution are fully trained and supported by site instruction manuals and technical support.

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WHY CHOOSE BARRON MCCANN?

We are able to fulfil all the technical and procedural requirements that govern the installation and support of P2PE PED devices and Barron McCann has a strong and demonstrable track record of this work across a broad range of retailers in the UK and Europe. Our commitment to the broader PCI market is demonstrated by our 2015 award of QIR status, the only UK Company to hold such an accreditation.

Our extensive experience utilising our own, trained engineers and backed by accreditations and highly secure premises, systems and processes ensures we are the optimal choice for P2PE services across the UK and Europe.

▶ Fully compliant, with pan-European reach

Barron McCann has been engaged in providing products and services to the security industry for decades, and holds ISO 27001 as well as ISO 9001. We also provide national and pan-European hardware deployment and maintenance services to retailers and finance organisations on a wide range of IT and EPOS equipment. Our P2PE compliant PED services build on our capability to securely deploy and maintain IT equipment across broad estates, our P2PE experience and our PCI SSC QIR accreditation.

▶ Supporting industry brand-leaders

Barron McCann has an impressive track record of installing and maintaining PED equipment into the retail and finance markets in the UK and across Europe. Our PED service customers include Primark, TK Maxx, Travis Perkins, Costcutter, WH Smiths, Sainsbury's, Skipton Building Society and Shoe Zone. We support a wide range of PEDs, including those from market leaders VeriFone and Ingenico. We also manage upgrades to P2PE for deployed PEDs that support upgrade [PTS V3.0 or higher with required version of SRED, as defined by the PIM].

▶ Secure storage

PEDs are stored in our centrally located UK warehouse, with dedicated caged areas, CCTV, Access Control and 24/7 security patrols. The site is ISO27001 compliant and, benefitting from the secure nature of other contracts, provides one of the safest storage environments in the UK. This central storage capability is backed up by secure regional storage facilities housed in our 27 Forward Stock Locations. These sites are independently vetted and audited to ensure they maintain their security levels.

▶ Airside and trackside capabilities

Wherever PEDs are located, Barron McCann is able to provide on site engineering resource with the correct level of accreditation to service them.

▶ Secure logistics

PEDs are shipped to customer sites either via our own engineers in secure vehicles, or via a separate, independently audited logistics carrier. Whichever option is used, secure processes ensure we maintain

a full Chain of Custody, with PED inspections carried out at all transit and handover points, through to delivery into the customer site.

▶ Secure deployment

Our security vetted, fully trained, employed engineers either deliver the PED or receive it from the logistics chain, perform a full packaging and item inspection, verified by the site contact. They then carry out power-up tests and deploy the PED in accordance with the customer's P2PE Instruction Manual (PIM). All exceptions are immediately reported with items being quarantined.

▶ Maintenance

Barron McCann utilises the same strict security control in providing onsite maintenance services to swap out and replace faulty PEDs. Faulty items are returned to our central stores via secure logistics, where they are then managed back to the manufacturer for repair, before being logged back into active service and put into the customer's maintenance stock loop.

▶ Quality assured

All Barron McCann's services are independently verified by our clients' QSAs, and all services are tailored to each customer's PIM and fully approved by their QSA as part of the service onboarding process.

▶ Unrivalled resource

Barron McCann employs a team of over 180 engineers who are qualified to diagnose and fix retailers problems first time, for sites across the UK and Europe. Its network of over 27 Forward Stock Locations and 1,000 locked box locations ensures Barron McCann is able to position all parts in as little as 2 hours.

▶ Solid infrastructure

With annual revenues of £22m, Barron McCann is privately owned, profitable and financially secure. Founded in 1977, the consistent delivery of service excellence has earned the company a reputation for quality and has allowed it to grow largely via referrals into a business, which today employs some 270 employees.