

Mid-Size Retailer Finds Way to PCI Compliance With Help of NetSPI



Tackling the Burden of PCI Compliance

Like all businesses that take credit and debit cards, Miner's Inc. found itself confronting the daunting task of achieving compliance with the new PCI standards. This was particularly challenging for a mid-size business with a small IT staff – just seven people. That's why the company asked NetSPI for help.

Initially, the company was just looking for an outside ASV firm to do quarterly external scans. Subsequently, as the PCI rules evolved, Bill Rulla, the IT Director, realized that the company was not able to segregate cardholder data from the rest of the network environment. As a result, everything was in scope as far as PCI compliance was concerned. Plus, the IT group, inexperienced in PCI, took its own interpretation of the SAQ, which was “way off,” according to Rulla. In short, it was a compliance nightmare.

So Miner's asked NetSPI to come in and do a penetration test and gap analysis, to see where the company was and where it needed to be. At the same time, the company was considering using ServerEPS, which would remove all the cardholder data from their environment, and they wanted NetSPI to evaluate that possible action. “NetSPI did a gap analysis and produced a 73-page report that detailed the gaps, the things we were deficient in,” said Rulla. Then Miner's asked NetSPI to do another gap analysis with the premise that all cardholder data would not be retained on the network, but would instead be exported to ServerEPS.

The decision to go with ServerEPS dramatically reduced the PCI scope, according to NetSPI; the company went from having to answer some 240 questions in the SAQ down to 42 questions. This move led to far fewer things to be remediated, which is what the company has been working on in recent months.

About Miner's Inc.

The company was founded in the 1940s by Tony and Ida Miner. They owned a bar, but customers would start leaving in the afternoon to get milk, bread, and other staples before the local grocery store closed at 6:00 P.M. So Tony and Ida started carrying milk and bread, so their customers didn't have to leave. Eventually, they got out of the liquor business to concentrate on groceries. Today the company has 29 grocery stores and, in a move back to their roots, they also have two liquor stores. For more information, visit superonefoods.com.



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Bill Rulla said, “The gap analysis was eye-opening for us. NetSPI clarified what each PCI requirement meant. To do the SAQ on your own really means you have to have a QSA on your staff; otherwise, you rely on a firm like NetSPI. Unless you really understand security, you don’t understand what the PCI requirements are asking you to do. The QSAs from NetSPI were able to tell me ‘Here is what this regulation means, here is where you are out of compliance, here is what you need to do to fix it.’”

A Long-Term Relationship

The relationship between Miner’s and NetSPI began in early 2008. The company had obtained a delay in demonstrating PCI compliance from its bank. “NetSPI has been easy to work with and they have done a fabulous job for us,” said Rulla. “We didn’t have the expertise; we didn’t know where we were deficient. Without NetSPI we would never have become compliant.” NetSPI is continuing to work with Miner’s.

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