

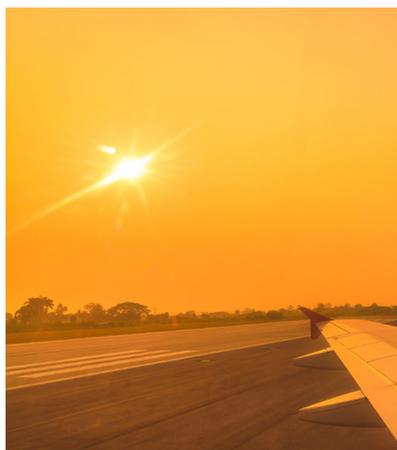
# NTT Communications helps Traveltek achieve PCI DSS Level 1 compliance



“The PCI DSS Level 1 audit takes about 18 months to complete and involves a considerable investment of time, money and resources.”



**Richard Smith, Chief Technology Officer, Traveltek**



## Background:

With over 20 years' experience, Traveltek is a global leader in the travel technology industry. It helps agents and operators create, sell and manage their travel portfolio, including internal and public facing booking systems for flights, hotels, cruises, car hire, transfers and other ancillary services. Traveltek integrates with the world's leading suppliers, and processes a large volume of travel data every day to deliver its services. The company is responsible for the online customer experience delivered by many leading travel operators and agents such as Flight Centre, Hays Travel, Barrhead Travel, Virgin Cruises, Love Holidays and First Choice.

The demand from customers for more and more personalisation in their travel experience has led to a growth in dynamic packaging, which allows customers to build their own packaged travel and accommodation based on real-time availability rather than purchasing a pre-defined package. This growth, combined with the rise in online bookings has meant that the volume of data Traveltek processes is increasing. With a growing number of data thefts and cyber security attacks across the world, Traveltek must ensure that its data security measures provide reassurance to its customers.

To continue keeping its booking systems and hosting platform secure, Traveltek set an objective to gain compliance with Level 1 of the Payment Card Industry Data Security Standards (PCI DSS) certification.

## Objectives:

There are different levels of PCI DSS compliance, based on the number of Visa transactions processed. Traveltek, with well over 6 million Visa transactions handled per year, qualified for Level 1 (the top level) of compliance.



“ Having a PCI DSS compliant partner like NTT Communications is a big strength and support in preparing for the audit and in attaining PCI DSS Level 1 compliance. ”



**Richard Smith, Chief Technology Officer, Traveltek**



An independent qualified security assessor (QSA) is appointed to conduct the Level 1 compliance audit. The initial audit includes a review of physical and logical aspects of security and a full review of documented procedures. This audit is repeated annually on site to ensure continuing compliance.

As part of the preparation for the audit, Traveltek also wanted to move its credit card processing application to a separate Cardholder Data Environment (CDE) in-house. This allows for maximum control of the application for the most security, while offering the best user experience to its customers.

Richard Smith, Chief Technology Officer, Traveltek said, “Being compliant with a stringent and widely recognised data security standard assures our customers that we take security seriously. [A PCI DSS compliant hosting partner](#) is therefore very important for us.”

### Challenges:

Owing to its expansion plans into America and commercial drivers within Europe, Traveltek had only six months to get its systems ready for the PCI DSS audit.

In order to move the CDE in-house, Traveltek had to redesign parts of the application. The hosting environment for the new CDE therefore had to be fit for the redesigned application.

### Solution:

In the six months preceding Traveltek’s PCI DSS Level 1 audit, NTT Communications set up a PCI DSS compliant private hosted cloud solution, Enterprise Cloud, based in one of its secure data centers in the UK. In addition, NTT Communications installed the IT programs needed for Traveltek’s redesigned credit card processing application to run. This enabled Traveltek to move the application successfully to a new PCI DSS compliant infrastructure before the start of the audit.

Richard Smith said, “We want maximum control over our CDE for the strongest security possible. The support from NTT Communications in moving the CDE was invaluable. We had tight deadlines and NTT Communications went over and above to deliver a complex, redesigned solution within six months.”

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### Benefits:

The credit card processing application has been a part of Traveltek’s legacy IT infrastructure, and Traveltek’s customers are accustomed to the user interface of this application. NTT Communications ensured that the redesigned credit card processing application integrated with the existing IT environment. This helped Traveltek offer the same user experience to its customers even with a redesigned application, removing the need to re-educate its users about a new application.

Richard Smith said, “Changing the user interface would mean that our customers would have had to learn new keyboard commands to operate the card processing application. We were keen not to make those changes and NTT Communications fully understood and supported us on that front. Our customers appreciate that we redesigned the application while retaining the user interface familiar to them.”

As a [PCI DSS compliant hosting provider](#) NTT Communications helped Traveltek to interpret the PCI DSS rules correctly and quickly, before and during the audit to achieve [PCI DSS Level 1 compliance](#).

Richard Smith spoke about achieving PCI DSS Level 1 compliance and redesigning a complex card processing system with the technology and support of NTT Communications. View the interview on [NTT Europe TV](#).

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