

Case Study: Unified Threat Management



- *Multiple security functions*
- *Monitored 24 x 7 by security experts*

Subject Organization



Client: Ampco System Parking, a wholly owned subsidiary of ABM Industries Incorporated (NYSE:ABM)

Web site: www.abm.com/ilwwcm/connect/ABM/Home/Parking/

Founded: 1966

Headquarters: Los Angeles, CA

Regional Offices: Cleveland, OH; Houston, TX; San Francisco, CA; Salt Lake City, UT; Seattle, WA

Industry: Parking services for municipalities, universities, medical centers, hotels, office buildings, retail/entertainment complexes, special event venues and airports. Also provides transportation shuttle services.

Employees: Over 9,000

About Trustwave

- Trustwave is a leading provider of on-demand data security and compliance management solutions to businesses and organizations throughout the world.
- As a web-based, on-demand solution, TrustKeeper provides a secure portal through which users can manage PCI DSS-mandated vulnerability scans for more than 5,000 unique vulnerabilities.



THE NEED: SECURING PAYMENTS AT 1,800 REMOTE LOCATIONS

For the convenience of drivers across the U.S. most parking garages have begun to accept payment cards. Ampco System Parking, a wholly owned subsidiary of ABM Industries Incorporated (NYSE:ABM), operates more than 1,800 parking lots and garages in 39 states in the United States, of which many accept credit cards.

Accepting a credit card does carry some risk if the transaction is not properly secured, thus a prescriptive compliance regime has been developed to secure payment card information called the Payment Card Industry Data Security Standard (PCI DSS). "The protection of our customer's personal information – such as credit card data – is a critical component to the success of our business," says Margaret Kann, director of audit and revenue control, Ampco System Parking.

Five of the major card brands – American Express, Discover Network, JCB, MasterCard Worldwide and Visa Inc. – endorse and require compliance with the PCI DSS. Any entity that stores, processes or transmits cardholder data must comply with the PCI DSS.

IDENTIFYING THE SOLUTION: WHAT DOES SECURITY ENTAIL?

Based on the company's transaction volume and type, Ampco needed to validate compliance with the PCI DSS as a Level 2 merchant. It had to demonstrate compliance with 12 stringent security requirements by thoroughly reviewing its IT environment and information security policies and procedures. However, Ampco quickly realized that in addition to achieving initial compliance validation, maintaining compliance across its distributed network of almost 2,000 garages was going to be the ultimate challenge.

Ampco enrolled in Trustwave's on-demand compliance management solution, TrustKeeper®, to schedule required quarterly network vulnerability scans and complete the PCI Self-Assessment Questionnaire. Working through the validation process, Ampco realized they would need to implement additional security technology to fulfill all 12 requirements and their multiple sub-requirements.

UNIFIED THREAT MANAGEMENT

"In addition to PCI DSS compliance services delivered through TrustKeeper, Ampco was also looking for a solution to secure customer data at the perimeter of the corporate network – the parking garages," Kann says.

After reviewing the security technology within the parking garage environment, Ampco determined that the Trustwave Unified Threat Management (UTM) solution would enable it to protect customers' credit card data even after the PCI DSS compliance validation had been established. Trustwave's UTM provides multiple security functions such as a firewall, intrusion prevention, virtual private network and anti-virus services in a single appliance. And because Trustwave offers UTM as a managed service, Ampco's compliance with the PCI DSS is monitored 24 x 7 by Trustwave's security experts. To view security events and validate security policy updates enforced by Trustwave's UTM, Ampco staff has access to a secure portal to initiate such requests.

"We need to maintain PCI DSS compliance on a continual basis, and ensuring the security of cardholder data at the perimeter with Trustwave's UTM appliance is a cornerstone of that effort," adds Kann.

THE RESULTS

By choosing Trustwave as its data security and compliance management partner, Ampco System Parking secured its cardholder data, protecting its customers and the organization against payment card compromises. By simultaneously deploying the Trustwave UTM service and enrolling in TrustKeeper, Ampco maintains its compliance with the PCI DSS, continues to pass vulnerability scans and easily manages their distributed network.

Kann says, "Trustwave exceeded my expectations. Trustwave helped Ampco validate and maintain compliance with a strict regulatory mandate, installed a secure appliance to manage multiple security functions and educated me and my organization on these vital security measures to protect our customers."