

CASE STUDY

Corporate Benefits Card

Compliant private cloud platform brings scalability and high security to benefits card provider

Employee data and payment detail is safe, thanks to GSI managed compliance solutions

Overview

This company ("StoredBenefits" for purposes of this case study) is a stored value benefits card provider, serving several million employees of various large corporations. StoredBenefits helps enterprises manage tax-advantaged benefits programs, such as FSAs, HSAs and HRAs. Using StoredBenefits' unique web- and phone-based account platform, participants can enroll in benefits programs quickly, get no-hassle access to their accounts, and make fast, smart decisions about how much money to save. Additionally, some of the company's programs enable participants to pay for health and commuting costs with a quick swipe of a stored value, Visa-branded card. Participants can also gain access to their funds through a variety of other methods, including direct-to-provider payments, and direct deposit and check-based reimbursement.

Business Challenge

Dealing primarily with Fortune 500 companies, security and confidentiality are huge issues for StoredBenefits. With their widely used benefits card offering, multiple areas of employee privacy are at stake, including personal identification, health and credit card information. This critical information was decentralized, housed across a vendor's datacenter and two corporate offices, which presented certain security challenges. And in the midst of the payment card industry's heightened focus on data security standards, StoredBenefits found itself struggling with PCI DSS compliancy and unprepared for the required Qualified Security Assessor (QSA) validation. Failing the security assessment would mean a significant loss in business for StoredBenefits.

The need to protect the sensitive information of their stored benefits card holders and increase capacity on demand, combined with the looming requirement to achieve PCI compliancy, drove StoredBenefits to seek help from a managed compliant services provider.

Solution

GSI met StoredBenefits' challenge with a solution that consolidated the client's entire production infrastructure into a single datacenter – within an aggressive 90-day timeframe. Backed by the support of GSI's ServerHeroes®, this new aggregated infrastructure provides StoredBenefits the following:

- Deployment of a PCI DSS private cloud virtualization platform that enables rapid scaling and maximum system security and availability.
- Extended technology management services, such as storage management, security services, Oracle database management, and more.
- Enhanced change management and compliant services, including handling of all the code release cycles (code rolls), continual security validations, compliant hosting services, change review, approval and implementation, intrusion detection, etc.
- A platform that met all the compliancy requirements of the payment card industry, as well as HIPAA and Sarbanes Oxley. This solution included totally compliant security system hardening protocols and operating procedures. Additionally, GSI met with the QSAs on behalf of StoredBenefits, to ensure the company received its necessary Report on Compliance (ROC).



888.952.4888

gsihosting.com

CASE STUDY

Corporate Benefits Card

Why StoredBenefits Chose GSI

GSI won the trust of StoredBenefits based on the following:

- The private virtualization cloud that GSI deployed for StoredBenefits promised a **rapid deployment cycle and a securely managed, scalable infrastructure** – exactly what was needed to support StoredBenefits' volume of critical data.
- GSI's **depth of PCI compliancy experience** was significant and a compelling differentiator in light of StoredBenefits' need to achieve compliancy quickly and maintain it thereafter.
- GSI's **strong client service model**, called ServerHeroes, won them over. StoredBenefits appreciated the ServerHeroes' comprehensive security knowledge and dedication, plus the fact that they would join forces to support StoredBenefits' needs, around the clock.
- They also were impressed with GSI's **established capabilities and processes**, giving StoredBenefits peace of mind to hand over the reins of total solution management to GSI.

Results

StoredBenefits had much to gain from GSI's solution, and is pleased with the results:

- **Swift PCI compliance**, passing the QSA's validation on their first try. No more worries about whether their security levels would meet the mark, and elevated confidence in maintaining the integrity of employees' sensitive information.
- **Increased productivity** as the outsourced solution meant they were now able to devote their staff resources to internal administration and support of the stored benefits cards, rather than system infrastructure.
- **Freedom to grow the business** and acquire new customers, as company executives gained confidence in their infrastructure's scalability to accommodate business expansion.



888.952.4888

gsihosting.com