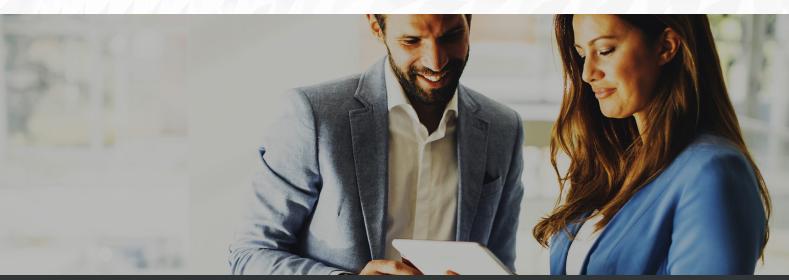"Working with Gemserv since 2017 speaks volumes in itself. The guidance and support received from Aparna Murali has been critical to ensuring we operate an effective information security management system here at Step Change Outsourcing. As we continue to grow, so do our processes and with Aparna's support, we are able to plan ahead more effectively and it has enabled us to ensure Information Security is just a part of everyday life at Step Change Outsourcing."

Beth Jones – Planning, Governance and Communications Director, SCO

THE CHALLENGE

Step Change Outsourcing (SCO) are a provider of outsourced call centre services, and process card transactions on behalf of their clients. They pride themselves on exceptional service over the last 13 years and have several big household names in their portfolio.

As a Service Provider, SCO must assure their clients that they are adhering to the requirements of the latest Payment Card Industry Data Security Standard (PCI DSS).

Although SCO provide a UK based service, the PCI DSS and ISO 27001:2013 are global standards. The key challenge has been ensuring that key security requirements are being met to the highest standards. This must also be achieved in manner that is pragmatic to fit in the with organisational model and is proportionate to the scale of the organisation. Another challenge was identifying and driving efficiencies in areas where the global standard requirements overlap to reduce the operational overhead.

With our clients we are delivering compliance support.
Find out more here

Contact Us:
BD@gemserv.com

THE SOLUTION

By working closely with SCO's compliance team, Gemserv consultants were able to provide guidance and support on their journey to achieving compliance with ISO 27001:2013. We fulfilled this by identifying their key challenges and implementing bespoke solutions.

Additionally, we engaged with them on recent PCI DSS assessments in activities such as scoping and engaging with key stakeholders to ensure that the assessment is carried out in an effective and efficient manner with minimal impact to the business.

We provided invaluable advice and practical guidance that helped SCO maintain compliance with PCI DSS and keep abreast of upcoming changes and the implications of those on the business.

Gemserv pride ourselves on our ability to understand their clients' needs, providing bespoke services that address the client's unique challenges. We achieve this through our consultants who are driven to stay one step ahead and anticipate challenges and provide innovative solutions to help manage obstacles.

THE IMPACT

Step Change Outsourcing maintained their PCI DSS compliance in a manner that aligns with their "Business as Usual" process.

Gemserv successfully acted as an enabler, rather than a compliance overhead, through our approach, implementing lasting change through the organisation.

Our passion for the subject matter has allowed the Gemserv team to support SCO in adopting a robust security culture. This has enabled the SCO's compliance team to meet their deadlines by guiding them through the deliverables and providing a pragmatic and simple perspective to the requirements of the PCI DSS and ISO 27001:2013 standards.

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