



Success Story

Quick Facts

Leading Canadian bank achieves compliance for themselves and their customers through data protection

This comforte customer looks back at 150 years of experience in banking, in which it has continuously been reinventing itself while keeping true to its core values. Today, it is the largest bank in Canada and one of the ten largest banks in North America, serving millions of customers with retail, small business, and commercial banking products and services.

It operates through more than 2470 locations, as well as online and mobile banking solutions and maintains a huge network of automated teller machines (ATMs) and point of sale (POS) systems.

comforte enables Canada's largest bank to minimize the impact of data breaches, to achieve compliance with regulations like PCI DSS and to offer additional value to their customers by taking them out of PCI scope, hence saving them costs.

Challenges

With an increasing number of data breaches in the payments world, severe reputational and financial damages become a huge risk. Dealing with that risk was one of the key areas for the bank:



"Data breach threats are everywhere! Storing sensitive cardholder data without encryption or tokenization may facilitate opportunity for its disclosure to individuals who are not authorized to access this data and who may use the information for fraudulent activity."
IT Manager & Application Owner

Regulations like PCI force banks to act on these threats by implementing counter-measures. But instead of using compensating controls to achieve compliance, the company decided to go further and to protect their customer's data in the best way possible.

However, in a bank that processes hundreds of payment transactions per second with branches all around the world and a huge network of ATM & POS devices, temporarily halting transactions or even slowing down processing speed would violate the bank's primary brand promise to its customers.

The big question was how to overcome these challenges and to fully protect their sensitive data?

Goals of the Bank:

- Achieve PCI compliance
- Minimize the risk of data breaches and potential fraud
- Avoid negative impact on customer experience
- Keep project length & cost to a minimum

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Solution

To achieve PCI compliance while reducing the risk of data breaches and potential fraud, the bank implemented a solution that replaced sensitive data with tokens to render it unreadable anywhere stored.

As customer experience is crucial for modern banks, they selected a project approach that eliminated the risk of potential downtime and performance degradation. By incrementally implementing transparent intercept tokenization, a smooth transition between unprotected plain text data and the fully secured environment was achieved. As the solution scales up to more than 4 times of the average amount of transactions per second at the bank, the new data protection capabilities had absolutely no performance impact on the its services.



"The tokenization/de-tokenization process did not cause any performance degradation." IT Manager & Application Owner

The bank kept the cost and the length of the overall project to an absolute minimum by implementing the solution without any code changes to the underlying applications. As the tokens maintain the format of the original sensitive data, seamless integration with all applications is easily done.

Going the extra mile: Near the end of the project the bank identified a new requirement based on a complex and dynamic file originating from ATMs. Within just a few days, comforte provided a capability that addressed the unplanned requirement and kept the project moving smoothly towards its goal.



"comforte offered strong support that was not only available whenever needed but that was also very knowledgeable." IT Manager & Application Owner

Benefits – PCI compliance & new revenue streams

With the completion of this successful project, the bank achieved its main goal to become PCI compliant. The use of tokenization to render sensitive data unreadable has reduced the risk of data breaches and fraud substantially.

All of this was done without any impact to the bank's customers, employees, or information systems throughout the project life cycle. While providing significant value, data protection remains invisible to users at all times. Due to comforte's out-of-the-box integration capabilities, the bank was able to run the project with a very small team as they did not require any resources for doing code changes to their applications.

Going beyond just protecting your own data.

The solution enables enterprise wide tokenization for the bank, but it also provides data protection beyond corporate boundaries: This enabled the bank to offer additional value to their customers. By sending only tokenized data to their customers instead of sensitive data in the clear, the bank is helping them to be out of PCI scope, hence helping them save costs.

A clear win-win situation for all involved parties:

- > The bank leverages data protection as a competitive differentiator to retain existing customers and win over new prospects
- > Customers of the bank need to worry less about PCI compliance and can concentrate on growing their business

Write your own success story with comforte

With more than 20 years of experience in data protection on truly mission-critical systems, comforte is the perfect partner for organizations who want to protect their most valuable asset: data.

comforte Data Protection Suite, SecurDPS, has been built from the ground up to best address data security in a world that is driven by digital business innovations, empowered customers and continuous technology disruptions.

We are here to enable your success by providing expertise, an innovative technology suite and local support. To learn more, talk to your comforte representative today and visit www.comforte.com.