



JD Williams automate Policy Management to deliver PCI DSS Compliance and create efficiency savings

Case Study

Founded in 1875 by James David Williams, JD Williams & Company Ltd., part of N Brown Group plc, is one of the UK's leading direct home shopping companies. Retailing through 50 catalogue brands, the company offers a large selection of clothing, home goods, electrical appliances, health & beauty and other products for all ages and sizes.

“MetaCompliance has allowed us to distribute our security policies and evidence that our staff have read and accepted them in an efficient and cost effective manner. As a result we have increased our security posture and made significant progress towards becoming PCI compliant.”

Geoffrey Lloyd, IT Information Security Analyst,
JD Williams

JD William's extended sized women's wear range differentiates it from its competitors and is very popular with on-line shoppers.

One of the pioneering UK companies to post products to customers, JD Williams now has over 2 million customers and approx. 3000 employees based in the UK and Ireland.

The PCI Challenge

Faced with an imminent 2010 deadline for PCI compliance, Geoffrey Lloyd IT Information Security Analyst explained: “While the UK deadline for compliance was end of 2010, most merchants have not

achieved full compliance – even though technically, fines are in force. In practice, fines are not levied if the company shows good faith efforts in moving towards PCI compliance goals.”

A Best Practice Solution

Previously JD Williams had distributed hard copies of information security policies and required staff to sign an acknowledgement form. Lloyd explains “Obviously that was a very labour intensive process and we hadn't carried out that exercise for some years. Other policies were published on the company intranet but that's obviously a very passive method and there's no way we could track users accessing those policies.”

Lloyd adds: “an annual project of this scope, performed manually, would require assistance from 10 site managers, located at various operational centers, 3 full time employees and an estimated 1-2 months to complete. This realization, coupled with regulatory mandates, became the main catalyst for selection of a GRC solution.”

The MetaCompliance Advantage

JD Williams looked at a number of available solutions on the marketplace when tasked with finding a policy management system. After careful consideration, MetaCompliance was chosen due to:

1. Ease of integration and deployment in getting the compliance agents to numerous end-points due to alignment with Citrix clients;
2. Purpose built solution;
3. Impressive customer base including Travellex Worldwide, London Olympics 2012, The Scottish Government;
4. Best value solution.



www.metacompliance.com

Deploying MetaCompliance

Ease of integration and deployment was a key benefit of the MetaCompliance solution to JD Williams. The company opted for a staggered roll-out of the MetaCompliance Advantage product by Department and/or physical site. According to Geoffrey Lloyd:

“As well as several on-site visits, the MetaCompliance team offered numerous instances of support as required during roll out, sometimes via telephone and when required through remote log-in.”

This offered seamless integration with current systems which was instrumental to the successful roll out.



The benefits of deploying MetaCompliance at JD Williams

JD Williams recognises a number of different benefits from deploying MetaCompliance:

- An increase in user understanding and awareness which will bring an improved culture of IT security to the organisation;
- The ability to cost effectively obtain employee agreement to IT security and compliance policies across the global organisation;
- The protection of corporate infrastructure from malware and viruses;
- Minimising the risk of data leakage;
- The ability to demonstrate to regulators and customers that JD Williams takes its commitments seriously;
- The improvement of IT security will raise the corporate profile and attract new business;
- Return on investment will be realised from the product being used across the organisation.

Policy Dissemination and Acceptance

JD Williams communicated a Corporate Information Security Policy and an E-mail and Internet Acceptable Usage Policy through MetaCompliance.

MetaCompliance allows users to “snooze” policies at busy times but administrators can add a “drop dead date” by which time a policy must be responded to. This aspect of the software enforces a response from users and guarantees a 100% sign up rate.

According to Geoffrey Lloyd: “We gave users the ability to “snooze” acceptance of the policies for three weeks but after that time they had to accept the policy before being allowed to work normally. We were able to achieve 100% acceptance for all those with the MetaCompliance agent installed on their PC and who were targeted with a policy.”

Future Plans

Looking to the future JD Williams plan to continue taking advantage of the MetaCompliance Policy delivery mechanism in order to comply with PCI DSS requirements. The audit trail will enable them to prove compliance to their external auditors, as explained by Geoffrey Lloyd:

“We believe that MetaCompliance will continue to provide us with an easy to manage delivery mechanism for our Information Security policies and other related policies as required by the PCI DSS. As the main aim is to meet the requirements of the PCI standard, we will also be using the audit trail and the reporting capabilities of MetaCompliance to prove compliance to our external auditors.”

MetaCompliance delivers Risk Assessments, Surveys and e-Learning also to the user on the desktop, guaranteeing a 100% response rate. Geoffrey confirmed the delivery of e-Learning and surveys was of interest to the company.

“In addition, our HR Department are interested in using MetaCompliance to deliver staff surveys and e-Learning packages.”

MetaCompliance Delivers

- **User accountability via automated self certification;**
- **100% response from ALL user types;**
- **The measurement of IT security posture with MetaCompliance Risk Assessment and Survey;**
- **Demonstrable compliance via secure audit and reporting;**
- **The automated repeatable processes that are the key to sustainable compliance.**

For further information contact
MetaCompliance on:
Tel: +44 (0) 207 917 9527
www.metacompliance.com

Efficiency Savings

JD Williams first formal audit is in the pipeline for the end of 2011. It is expected that the reporting process will be at least 50% shorter than projected (3 FTE's and an estimated 1-2months) in the first year, which could increase in following years as their proficiency increases.

Furthermore, the company expects MetaCompliance will provide further reductions in:

- Onboarding of new employees in advising them of security and compliance policies in place.
- Updates of new regulation roll-out communications to staff.

In Conclusion

“MetaCompliance has allowed JD Williams to distribute our security policies and to gain evidence that our staff have read and accepted those policies in an efficient and cost effective manner. As a result of that exercise JD Williams has improved its security posture and made significant progress towards becoming PCI compliant.”