

Managed Services

Compliance is a Journey, not a Destination

Reliant Security's Managed Services Program offers managed infrastructure and security services for merchants that have deployed the Redbox Platform in their remote locations. The Managed Services Program is based on meeting the on-going PCI DSS control objectives which are facilitated through the use of the Redbox platform. The services include overall device management including the health, status, ongoing maintenance, and the review and disposition of security events and alerts.

Why Managed Services?

While Redbox Platform supports the PCI technical requirements, merchants are ultimately responsible for operating the controls and ensuring the technology is maintained in a state in which they are demonstrably effective. IT departments are facing multiple challenges in operating and maintaining their network infrastructure, while also managing enterprise-wide applications. At a time when PCI mandates would require increased staffing for data-security functions, IT departments have fewer resources to devote. As a result, Redbox Platform customers have been turning directly to Reliant to help manage the Redbox Platform and associated technical controls.

Reliant has created its Managed Services Program to address the gaps that many merchants face when they are understaffed and/or lack the knowledge and expertise to manage PCI Compliance. The service combines our extensive knowledge of PCI requirements with our years of experience managing Redbox environments in the field.

Managed Services Program Components

Reliant's Managed Services Program includes multiple options and levels of service. The following is a description of typical service components available. The service is flexible to accommodate the in-house capability many retailers have and to fill the gaps where skills or staffing may be missing. Upon request, we will customize a program to meet your needs.

The responsibility of on-going PCI compliance requirements for merchants with limited staff requires an additional level of operational scale and PCI expertise that may be challenging to maintain. Compliance requires continued involvement from a merchant's IT and security staff to ensure that controls remain in place and are demonstrably effective.

Merchants are also responsible for managing the health, status and on-going maintenance of the Redbox deployed in each of their remote locations.

Benefits of our Managed Services Program

- *Helps reduce capital costs*
- *Provides internal resource flexibility*
- *Allows IT resources to be invested on strategic initiatives that can drive revenue and create a competitive advantage.*



Managed Services

I. Base Redbox Device Monitoring

Base Redbox Device Monitoring is a Level 1 Support Program designed to monitor the status of each Redbox deployed in remote locations on a 7x24 basis. Key support features include:

- Automated event detection, incident creation and notification
- Incident evaluation and root cause analysis
- Resolution of known issues and notification
- Referral to the appropriate resolver group
 - Escalation to carrier in event of circuit failure
 - Escalation to client when Level 2 & 3 Redbox Support is required
- Resolution of broadband circuit issues
- Level 1 Resolution of known Redbox issues

II. Redbox Device Management

Redbox Device Management includes the responsibility for the client Redbox operating environment including overall health of the Redboxes, configuration changes and program-level monitoring of security controls. Support features include:

- A designated Reliant team member acting as client's Redbox program manager
- Management of the Redbox infrastructure, including system maintenance, capacity planning, updates and upgrades.
- Managing access and firewall rules in conformance with client policy and PCI requirements, and executing all firewall rule changes.
- Maintaining Redbox infrastructure documentation in "audit-ready" state, including troubleshooting documentation, run-books and the Redbox Auditor's Guide.
- Quarterly store-and-central site internal network Vulnerability Scans.

III. Redbox Log Capture, Management and Alerting

Redbox Log Management includes the monitoring of log data from the Redbox and related network and host systems, and notifying client of suspicious activity or violations of predefined policies. Responsibilities include:

- Monitoring all logs collected from cardholder data network and host systems.
- Review all system alerts of suspicious activities across the enterprise, and communicate potential issues to client.
- Syslog on-line storage, off-line backup, and management.

IV. PCI Security Account Management

Reliant will operate Redbox Controls on behalf of client and provide ongoing PCI compliance consulting to meet objectives in client PCI policy. This includes:

- Analysis of alerting trends and incidents in conformance with Client's Incident Response Policy.
- Analysis of vulnerability scanning reports and results.
- Regular rotation and changes of account access controls and keys, per client's PCI policy.
- Maintaining system metrics, reporting and conducting Security Operations Reviews that will be attended by client and Reliant Security.
- Maintaining a Security Calendar (Scans, Access Reviews, Firewall Rule Reviews, and more).

Operational Support

- *Managing configuration changes and overall health of the Redbox infrastructure*
- *Capacity planning and major system upgrades*
- *Supporting operational incidents and diagnosing issues that may involve multiple network components and telecommunication services*
- *Managing compliance of mission-critical applications such as credit card processing that tend to have complex PCI requirements*

PCI Requirements

- *Managing scheduled activities such as internal and external network scans, wireless scans, access reviews, firewall rules and log file reviews*
- *Managing system-wide changes, release of new software upgrades and employee access to card data environments*
- *Responding to unplanned incidents that arise either through non-technology means or from Redbox Reporting and Logging*
- *Servicing PCI audits, this includes: gathering data for auditor inspection. These can be complex and time consuming.*
- *Meeting new PCI requirements caused either by changes in customer infrastructure or the PCI standard itself*