

ICON Hosted Payment Service

PCI DSS Level 1 Secure Payment Service from Civica

Providing e-payments solutions is a serious undertaking. The technology is complex, banking legislation and security requirements are constantly changing, changing acquirers must be quick and simple, the solution must have 24/7 reliability, security is key, demands on the service will increase with customer take up, and integration with other third party solutions is becoming a standard requirement.

Secure and compliant

In 2007 PCI DSS regulation became a reality and after many high profile data security breaches in Government and commercial organisations, merchants providing card payment facilities are required to be compliant against the standards. These standards are not only relevant to the software that is being used but to the operational environment it is in.

The Civica ICON Hosted Payment Service overcomes all of these issues and more - a fully managed PCI compliant service from Civica, recognised specialists in providing local government multi-platform, integrated payment solutions.

The ISO 27001 framework within Civica's hosted environment is implemented and operational. ISO 27001 is an internationally recognised standard for excellence in Information Security; the standard ensures that Civica has an environment that is systematically proven to ensure high integrity and availability of customer information through documented operating procedures. Which in turn helps Civica to identify, manage and reduce threats to vital information and services.

 **Best in class industry compliance**

PCI DSS Level 1 accredited

PA DSS software accredited

ISO 27001 accredited

Multiple state-of-the-art UK Data Centres

High speed data connectivity

Highly secure

- > Local and remote CCTV monitoring and recording
- > Enforcement of single entry and exit point policy at each site
- > Strict escorted access policy for non-Civica personnel whilst on site



CIVICA

London, UK

Tel: (+44) (0) 20 7760 2800
2 Burston Road, London
SW15 6AR
marketing@civica.co.uk
www.civica.co.uk

Leeds, UK

Tel: (+44) (0) 113 244 1404
Vanguard House, Dewsbury Road
Leeds LS11 5DD
marketing@civica.co.uk
www.civica.co.uk

The Civica Data Centres

At the heart of the hosted service are our Civica Data Centres. There are two main Data Centres, one acting as the primary site, the other as a secondary site for failover to ensure business continuity to the authority in the event of a disaster.

All Civica Data Centre environments are served by fully protected and redundant power feeds and in the unlikely event of a complete power outage generator and battery backup facilities are capable of sustaining the whole hosting operation for an indefinite period.

Each Data Centre has been designed to offer customers complete peace of mind by providing a secure environment with:

- > N+1 air conditioning units
- > Inert gas fire suppressant system
- > Fail-safe fire detection
- > Diverse supplies and fans for servers
- > Diesel generator with 5 days fuel reserve.

Data Security

Civica employs PCI DSS recommendations with procedures in the management of its Data Centres, including:

- > PCI DSS infrastructure
- > PCI DSS processes and procedures
- > Personnel and organisational security
- > Civica conforms to the Data Protection Act.

The infrastructure is kept up-to-date with latest revisions installed as soon as is practical without interrupting the service, unless a high security risk exists.

Civica ensures that all virus protection updates, if not automatic, are implemented immediately.

Civica provides, configures and maintains all managed server hardware and provides a standard software installation service.

Service Levels

Availability monitoring

- > Service monitoring
- > Acquiring banks connectivity

Proactive support

- > Civica monitors server equipment to ensure all steps are taken to avert system failure

Performance monitoring

- > Disk space availability
- > RAID status
- > Processor load
- > Installation of security and application updates

Reactive support

- > Support Desk available during business hours
- > On call engineers for continuous system health



CIVICA

London, UK

Tel: +44 (0) 20 7760 2800
2 Burston Road, London
SW15 6AR
marketing@civica.co.uk
www.civica.co.uk

Leeds, UK

Tel: +44 (0) 113 244 1404
Vanguard House, Dewsbury Road
Leeds LS11 5DD
marketing@civica.co.uk
www.civica.co.uk