

CASE STUDY: Allsup's



Allsup's deploys Reliant Platform for PCI Compliance & PCI DSS Scope Reduction

Allsup's, a privately held company that operates more than 300 convenience and fuel-service store locations across New Mexico, Texas, and Oklahoma, selected and deployed Reliant Platform to address PCI security and compliance needs while strengthening its existing business processes.

Allsup's is no stranger to introducing technology automation into the convenience store space and innovating all facets of the digital convenience in-store experience. Reliant quickly became a logical choice and trusted partner when it came to moving ahead with this important strategic company-wide initiative.

Allsup's Challenge

Allsup's had confronted a number of business and technical challenges involved in addressing their PCI DSS compliance posture at both the store and corporate-office levels. With remote locations operating over a VSAT network, disparate systems, and a legacy home-grown point-of-sale application, the obstacles were many.

The operating environment of food-service and fuel service operations is also challenging, with its cramped, unventilated "under the counter" locations.

The Reliant Solution

It was obvious to Reliant that Allsup's home-grown POS application and related systems were required to run the day-to-day operations and therefore had to be taken "out of scope" in the most seamless way possible. To accomplish this, Reliant leveraged Allsup's existing payment software provider and relocated the payment application from the POS to the Reliant Platform. The next step was a complete migration to IP-based PTS-compliant pin pad hardware. With this new open and secure architecture in place – pin pad payment terminals and POS systems on separate networks and the payment engine no longer at the POS – these systems were now out of PCI DSS scope.

During the initial stages of the project, another technical challenge arose. Allsup's third-party managed fuel service providers mandated pump upgrades to meet their own individual PCI DSS requirements. The new fuel controllers and payment systems, however, did not directly interface with Allsup's POS and financial management software. Without this interface, visibility into fuel operations became impossible.

RELIANT'S 5-STEP PROCESS TO PCI DSS SCOPE REDUCTION & PAYMENT INTEGRATION FOR ALLSUP'S

1. Leverage existing payment provider to relocate system from POS to Reliant Platform
2. Complete migration to IP-based PTS-compliant pin pad hardware
3. Pin pad payment system taken out of scope and controlled via Allsup's headquarters
4. Reliant provides software update for fuel provider interoperability
5. Allsup's proprietary systems preserved at both POS & corporate headquarters in a secure, seamless, and compliant fashion

Allsup's Results

Reliant Platform's cloud-based management was a perfect fit for Allsup's requirements. Allsup's successfully retained its proprietary POS application, back-end systems, and customer experience at the point of purchase. These payment integrations were transparent to both store operations and the customer. The solution in the field was frictionless and required no clumsy, local on-site configuration. All infrastructure updates and system changes to the compliance environment are overseen at Allsup's corporate office headquarters, in accordance with Allsup's governance procedures.

In order to address the challenge posed by the new requirements instituted by the third-party managed fuel service providers, Reliant easily solved interoperability issues by deploying a centrally managed software module into the Reliant Platform located in each store.

Allsup's has now established a secure, seamless, and compliant environment at its' stores. Additionally, PCI DSS scope has been greatly reduced and simplified through the introduction of the Reliant Platform. Reliant's central cloud managed, in-store platform significantly cut down on the number of disparate back-office systems required to demonstrate and enforce compliance requirements at both the point of sale and the corporate headquarters.



Reliant's Commitment to Innovation

Reliant automates the management of your technology. By addressing security, networking, and in-store computing on a holistic basis, we help retail and hospitality chains reduce the cost and risk of delivering the next generation of customer-engaging applications to their stores. Reliant Platform's sleek, innovative design allows you, for the first time, to consolidate a wide range of different network, security, infrastructure, and application functions into a single in-store platform. The results are reduced costs, improved security, and increased reliability.

Our management team consists of leaders in the fields of networking, PCI compliance, POS, mobility, and payment technology, who bring together decades of retail industry and technology experience.

About Reliant

Reliant is a leading provider of technology automation solutions and services for retail and hospitality. We automate the management of your technology and transform the way applications and infrastructure are delivered by reducing costs, improving security, and increasing reliability. Reliant Platform is a better way to deploy and manage applications, networks, and security controls at the store or restaurant. Our services ensure that critical systems are optimally designed, implemented, and supported. Leading brands have selected Reliant to deploy their next generation of mobile, agile, and customer engaging applications.