



Gateway Ticketing Systems, Inc. is the world leader in high-speed admission control and revenue management solutions for the entertainment, recreation, cultural and transportation industries.

Gateway Ticketing Systems, Inc. has been providing sales, services and support for ticketing systems in the entertainment, transportation and related industries since 1988.

Through out the past 25 years, over 400 companies in over 40 countries have automated their ticketing operations with Gateway's Galaxy® software.

## **Case Study: Gateway**

### **Leading Software Company Achieves Global PCI DSS Compliance With Datapipe Managed Services**

#### **Snapshot**

Gateway Ticketing Systems is the world leader in high-speed admission control and ticketing software for the attraction, amusement, and transportation industries. Gateway provides full system management for their clients including sales, service, and support. With a client portfolio that includes the biggest names in the amusement and transportation industries, Gateway's systems handle the credit card data of millions of consumers every year. They needed a new IT partner who could meet the scaling, security, and compliance demands of their growing business.

#### **The Challenge: Achieving Level 1 PCI Compliance**

Gateway was committed to achieving compliance with the Payment Card Industry Data Security Standard (PCI DSS) to ensure the highest levels of data protection. "We recognized the need to maintain a secure Cardholder Environment. Being able to demonstrate superior data security is key to winning new clients and retaining current clients," Engleman said. But the complexity of Level 1 compliance would require significant IT infrastructure





## Key Challenges:

- Needed a turnkey, Level 1 PCI Compliance solutions
- Required a team of security and compliance experts
- Wanted state-of-the-art facilities and network

## Solution:

- Datapipe delivered proven, fully managed PCI solution
- Gateway & Datapipe worked hand in hand to architect custom hosting environment
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## Results:

- Seamless migration to PCI Compliant hosting environment
- Level 1 PCI Compliance achieved
- Gateway growth enabled with scalable, secure, redundant network

and labor-intensive management which would be very costly to implement in-house. PCI DSS is an evolving standard requiring dedicated PCI experts to maintain compliance. Due to the lack of expertise and technical resources of their current provider, Gateway sought a turnkey PCI solution from a provider with the resources to rapidly scale their hosting environment.

## Solution: Fully managed, PCI Compliant hosting environment

Among the numerous managed hosting and PCI solution providers, Datapipe stood out immediately to Engleman and the team at the Gateway. "Our sales representative was open and honest and once we realized what we were getting for our investment, the decision was a no brainer. Datapipe offered the expertise, proven solutions, and world-class facilities we were looking for," Engleman said.

Datapipe provided Gateway with a dedicated team of experts from the security, sales engineering, and managed Windows departments. This team gained a deep understanding of Gateway's business, assessed their current security posture, and developed a plan for Gateway to achieve and maintain compliance.

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Datapipe's team architected a fully managed solution customized to meet Gateway's requirements for scalability, redundancy, security, and compliance. The Security team worked hand in hand with Gateway to implement the PCI solution and equip them for the auditing process. "Although this was a major migration to a PCI Compliant environment, Datapipe was able to do it in a way that our business was not interrupted which was a huge value boost to us," Engleman said. "Our team at Datapipe gave us a solid understanding of what to expect during the migration so that we knew every potential scenario and we were prepared to handle any client-facing issues that might arise. That kind of up-front communication demonstrates the insight and integrity that we seek out in all of our vendor relationships."

## **About Datapipe:**

Datapipe offers a single provider solution for managing and securing mission-critical IT services. We consult with each client, enabling them to realize their potential by harnessing the power of their data, the performance of our network, and the experience of our team.

Datapipe is unique in the market for our ability to react quickly, solve problems urgently, and understand the distinct needs of our clients. Our ability to provide scope, scale and organizational agility – delivered from the world's most influential technical and financial markets – makes us the partner of choice for the enterprise.

Gateway initially launched their solution in Datapipe's East Coast facilities only. As their business grew and redundancy requirements increased, Datapipe swiftly scaled the solution to include their West Coast facilities. Throughout the initial deployment and expansion, Datapipe has provided full lifecycle support, even coming alongside Gateway's team to work in consultation with their clients with specific requirements. According to Engleman, "Gateway takes pride in partnering with Datapipe. They have been a true partner every step of the way."

## **Results: Level 1 PCI Compliance Achieved and Maintained**

Gateway recently achieved PCI compliance after a particularly grueling audit. "Our auditor was impressed with Datapipe's data center facilities and our level of preparedness which is a direct reaction of what Datapipe had done for us," Engleman said. Achieving PCI compliance positions Gateway to demonstrate the highest levels of security to its current and potential clients. "Our company takes pride in partnering with Datapipe - and it helps in our sales process. All of our customers want redundancy, availability, performance and security. Our partnership enables us to deliver on this promise," Engleman said.

With over 20 years in the business, Gateway is established as industry leader. Enabled by Datapipe's fully managed hosting services and turnkey PCI Compliance solution, Gateway continues to thrive in an increasingly online world. The success of this relationship is due not only to technical solutions and services, but more importantly to a shared commitment to honesty and respect. "At Gateway, we are very particular about only working with companies that adhere to the highest standards of honesty and integrity. Those are key in our business dealings," Engleman said. "Datapipe has repeatedly demonstrated their commitment to carrying out those values."