

CASE STUDY



Global payments provider gets
enterprise-class security & PCI compliance

ORGANIZATION:

eWay is a global payments provider facilitating online transactions for businesses around the world.

CHALLENGE:

To support its expanding business, eWAY started looking for services that could establish a robust, dependable infrastructure

SOLUTION:

Datapipe's fully managed PCI solution

DATAPIPE

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TRANSACTIONS AROUND THE WORLD

THE CHALLENGE

Founded in 1998 by Matt Bullock, eWAY is a global payments provider facilitating online transactions for businesses around the world. In particular, the company has operations in Australia, New Zealand, Singapore and the United Kingdom, and its services are used by companies across the globe. By providing solutions for organizations to handle credit card payments online, eWAY enables entities in diverse industries to grow their businesses and take advantage of leading opportunities.

Naturally, security is of the utmost importance in the payment industry. To address its customers' needs, eWAY offers services that are in compliance with the Payment Card Industry (PCI) Data Security Standard (DSS), provide SSL encryption resources, maintain backups for its customers' data and ensure reliable uptime so businesses don't miss out on any potential sales or activity.

However, providing this level of service and an industry-leading product requires the right technological foundation – including a strong IT infrastructure. Partnering with Datapipe was critical to eWAY's ability to achieve PCI compliance and deliver the type of offerings that its customers depended on.

To support its expanding business, eWAY started looking for services that could establish a robust, dependable infrastructure. As Tony McGrath, CIO of eWAY, noted, having the right technological foundation was essential to the business, because customers rely on eWAY's products to be successful in their endeavors.

"The infrastructure is very critical to us because we're dealing with businesses' payments," he said, "so if we're offline, that affects their ability to do business and sales and make money." In addition, because eWAY transfers and stores data that includes sensitive payment and personally identifiable information, its customers – and, therefore, the company itself – need to be concerned about security and industry standards such as PCI DSS. After evaluating a number of service providers, eWAY settled on Datapipe, finding value in its diverse offerings, its experience with PCI, its global presence and its impressive uptime track record.

THE SOLUTION

In Australia, few providers offer complete support for establishing PCI compliance, which was a major pain point and priority for eWAY. The company chose to take advantage of Datapipe's PCI compliance solution to implement industry-proven measures and best practices for achieving compliance.

Datapipe is a Level 1 PCI Certified Service Provider and assists organizations with their need to adhere to PCI DSS stipulations through managed services that include firewalls, two-factor authentication, antivirus, intrusion detection, vulnerability assessments and more.

With an effective PCI solution in place, eWAY has been distinguished by Visa as a Registered PCI DSS compliant service provider, a designation that fosters confidence and trust within the industry and among its customers. Audited every year by BAE, the company has been verified as tier-one PCI DSS compliant – the highest possible distinction.

In addition to PCI compliance, eWAY sought a managed service provider that could give the support and reliability it needed to focus on and expand its business. After working with previous providers that required eWAY to manage most of its solutions independently, eWAY was attracted by Datapipe's more comprehensive services and impressive uptime track record. "With managed services, we don't have to worry if something goes wrong," said McGrath. "We just call Datapipe and they fix it."

By partnering with Datapipe, eWAY was able to remove some of the management responsibilities from its own team members, particularly those at its U.K. facilities, where Datapipe manages everything. This includes security, encryption and file integrity monitoring, which previously carried a heavy cost. Now, these tasks are included in the predictable pricing service set provided by Datapipe.

After working with Datapipe, eWAY also decided to add Amazon Web Services solutions through the managed service provider. Having Datapipe's support made it easy to take advantage of the AWS infrastructure and integrate the solution with the rest of the system.

Because of Datapipe's global presence, eWAY has new opportunities for fluid expansion worldwide. eWAY has a lot of clients in Australia, but also a presence in New Zealand and the U.K.. Therefore, as far as support goes, it was important for the firm to have a provider that was available whenever necessary. With Datapipe, when a professional from eWAY calls for support, he or she always gets through to an actual technical representative rather than someone answering the phone and taking a message.

OPERATIONAL IMPACT

RESULTS & BENEFITS

- Increased ease of doing business
- Complete support for establishing PCI compliance
- Strong IT infrastructure

Empowered by a strong, reliable infrastructure, eWAY has been able to offer its clients services they could count on, without any outages that could limit their opportunities. For eWAY, partnering with Datapipe increased the ease of doing business, since the company was able to offload some of the management and technical duties to experienced experts. "As a managed service provider, Datapipe went above and beyond what others were doing," McGrath explained.

Overall, it was Datapipe's comprehensive, all-inclusive offerings that made the relationship so powerful for eWAY, particularly since other providers in Australia offered only a selection of the solutions Datapipe provided.

DATAPIPE

A next generation MSP, Datapipe is recognized as the pioneer of managed services for public cloud platforms. Datapipe has unique expertise in architecting, migrating, managing and securing public cloud, private cloud, hybrid IT and traditional IT around the globe. The world's most trusted brands partner with Datapipe to optimize mission-critical and day-to-day enterprise IT operations, enabling them to transform, innovate, and scale. Backed by a global team of experienced professionals and world-class interconnected data centers, Datapipe provides comprehensive cloud, compliance, security, governance, automation and DevOps solutions. Gartner named Datapipe a leader in the Magic Quadrant for Cloud-Enabled Managed Hosting.



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