

Post event report



The 15th PCI London

5th July 2017 | London

Principal Sponsor



Strategic Sponsors



Education Seminar Sponsors



Networking Sponsors



Registration Sponsor



“ Once again, PCI London provided the opportunity to gain insights from industry experts into PCI, GDPR and general IT security. The event was well organised, informative and enjoyable. The main presentations covered general aspects of compliance and security whilst the break-out sessions offered a good choice of more in-depth insights with industry vendors. ”

Global PCI Lead, BP

“ The presentations and educational breakouts are always interesting, whether you are learning from experts or real-life cases. Whether you learn something new or have decisions you have made confirmed these sessions are always valuable. ”

Principal Systems Analyst
Programmer, Amadeus

“ I thought the event had good attendance from a networking perspective and had an array of good speakers helping attendees tread a careful path between regulation, standards and best practice. The education seminars were a good complement and an opportunity for deep dives in specific areas too. ”

Business Information Security
Officer, John Lewis Partnership

Inside this report:

Sponsors

Key themes

Who attended?

Speakers

Agenda

Education Seminars



Speakers

- John Bartholomew (JB), Vice President of Sales, **SecurityMetrics**
- Simon Beeching, Business Development Director, **Syntec**
- Nick Bleech, Head of Information Security, **Travis Perkins**
- Clive Boonzaaier, Senior Managing Consultant, **CIPHER**
- Oliver Brough, Business Development Director, **Pay360 by Capita**
- John Cassidy, VP Global Sales, **Ground Labs**
- Michael Christodoulides, VP, Payment Security and Fraud Product Team, **Barclaycard**
- Daniel Crespi, Director, **Silver Lining Convergence Ltd**
- Kevin Dowd, **Syntec's** QSA
- Gabriel Dragffy, Information Security Manager, **LUSH**
- John Elliott, Head of Payment Security, **easyJet**
- John Greenwood
- Neira Jones, Independent Advisor & International Speaker, Non-Executive Director, **Cognosec**
- Richard Jones, Business Development for Strategic Partnerships, **Foregenix**
- Stephen Murray, Senior Director, **TrustCall**
- Connie G. Penn MIMC, Card Payments and PCI DSS Subject Matter Expert, Consultant to **Ann Summers** & Vice Chair of Acquirers SIG at the **UK Cards Association**
- Jürgen Petri, Senior Product Manager PCI, **Lufthansa Systems**
- Nick Rafferty, COO, **SureCloud**
- Cameron Ross, Director of Payments Strategy, **Eckoh**
- Julian Sawyer, Chief Operating Officer, **Starling Bank**
- Jeff Schilling, Chief Security Officer, **Armor**
- Bob Shears, Sales Director, Aeriandi
- Tony Smith, Director of Sales EMEA, **PCI Pal**
- Iain Sutcliffe, Senior Consultant, **TrustCall**
- David Swift, Channel Sales Director, **PCI Pal**
- Sudeep Venkatesh, Global Head of PreSales for Data Security, **Hewlett Packard Enterprise**
- Oliver Vistisen, Head of GRC Products, **SureCloud**
- Derek Walklate, CISO, **HMV**
- Colin Whittaker, PCI Industry Alumnus

Key themes

- Latest contact centre challenges
- Improving internal awareness
- All roads lead to PCI DSS?
- From PCI to the P&L
- Securing new payment processes

Who attended?



Cyber-security

We have a 15-year track record of producing the events cyber-security professionals take seriously



Risk Management

We attract senior risk officers with responsibility for information risk assessment and mitigation



Fraud, Audit, Compliance

We provide the go-to events for fraud prevention and compliance owners at the world's key corporates



Data Protection & privacy

We are a key venue for decision-makers with budget and purchasing authority

Agenda													
08:00	Registration and refreshments												
08:50	Chairman's welcome												
09:00	<p>PCI descoping is no silver bullet – how Travis Perkins addressed the human factor</p> <p>Nick Bleech, Head of Information Security, Travis Perkins</p> <ul style="list-style-type: none"> De-risk your PCI compliance footprint by descoping the card data environment: Use point-to-point encryption, call masking and i-frame etc. – but this is no 'silver bullet' Residual requirements need awareness and training – to address 'the human factor' How Travis Perkins approached this for both initial PCI certification and long-term 'BAU' compliance Lessons we learned 												
09:20	<p>Uncertain times: Clearing the mist of compliance confusion</p> <p>Stephen Murray, Senior Director, TrustCall</p> <ul style="list-style-type: none"> The last year has seen significant change in the geo-political landscape, technology and compliance, with impact to every organisation in some way How can you effectively navigate the minefield of forthcoming regulations and still deliver exceptional services? This presentation will explain how individual standards are changing; PCI, 3DS V2, KYC, and of course GDPR, and more importantly, what it means for your business 												
09:40	<p>Delivering payments compliance in an omni-channel world</p> <p>Oliver Brough, Business Development Director, Pay360 by Capita; and John Greenwood</p> <ul style="list-style-type: none"> Digital transformation, CNP fraud and GDPR are all putting a greater focus on customer contact centres as they deliver change across the core operation areas of people, processes and technology How can organisations align payments and personal data compliance with the customer journey objectives? This presentation will share a number of live examples of a pragmatic approach to supporting payments compliance, whilst reducing fraud and operational costs, as well as the challenges that social media presents 												
10:00	<p>Tokenisation – a smart way to increase data security and decrease costs</p> <p>Jürgen Petri, Senior Product Manager PCI, Lufthansa Systems</p> <p>The EU GDPR intends to increase data privacy by strengthening protection of personal data for individuals. This puts increased regulatory pressure and additional costs on companies. This presentation will show how an already existing approach (tokenisation) for an already existing security standard (PCI DSS) might help to deal with the challenges of EU GDPR</p> <ul style="list-style-type: none"> Approaches to comply with PCI DSS Advantages of tokenisation How tokenisation helps to meet PCI DSS and EU GDPR standards 												
10:20	<p>Education Seminars Session 1</p> <table border="1"> <tr> <td>Aeriandi</td> <td> <p>How to enhance your customer's experience and address regulatory, compliance and security requirements within the contact centre – all without compromise</p> <p>Bob Shears, Sales Director, Aeriandi</p> </td> </tr> <tr> <td>Eckoh</td> <td> <p>Alternative payment methods and what they can do for your customer engagement</p> <p>Cameron Ross, Director of Payments Strategy, Eckoh</p> </td> </tr> <tr> <td>Ground Labs</td> <td> <p>10 months to GDPR – real strategies for GDPR implementation</p> <p>John Cassidy, VP Global Sales, Ground Labs</p> </td> </tr> <tr> <td>Hewlett Packard Enterprise</td> <td> <p>Innovations in data protection technologies for high-scale PCI scope reduction and security</p> <p>Sudeep Venkatesh, Global Head of PreSales for Data Security, Hewlett Packard Enterprise</p> </td> </tr> <tr> <td>SureCloud</td> <td> <p>GDPR: How to embrace PCI's big brother</p> <p>Nick Rafferty, COO, SureCloud; and Oliver Vistisen, Head of GRC Products, SureCloud</p> </td> </tr> <tr> <td>TrustCall</td> <td> <p>Translating regulations into your operation – practically!</p> <p>Stephen Murray, Senior Director, TrustCall</p> </td> </tr> </table>	Aeriandi	<p>How to enhance your customer's experience and address regulatory, compliance and security requirements within the contact centre – all without compromise</p> <p>Bob Shears, Sales Director, Aeriandi</p>	Eckoh	<p>Alternative payment methods and what they can do for your customer engagement</p> <p>Cameron Ross, Director of Payments Strategy, Eckoh</p>	Ground Labs	<p>10 months to GDPR – real strategies for GDPR implementation</p> <p>John Cassidy, VP Global Sales, Ground Labs</p>	Hewlett Packard Enterprise	<p>Innovations in data protection technologies for high-scale PCI scope reduction and security</p> <p>Sudeep Venkatesh, Global Head of PreSales for Data Security, Hewlett Packard Enterprise</p>	SureCloud	<p>GDPR: How to embrace PCI's big brother</p> <p>Nick Rafferty, COO, SureCloud; and Oliver Vistisen, Head of GRC Products, SureCloud</p>	TrustCall	<p>Translating regulations into your operation – practically!</p> <p>Stephen Murray, Senior Director, TrustCall</p>
Aeriandi	<p>How to enhance your customer's experience and address regulatory, compliance and security requirements within the contact centre – all without compromise</p> <p>Bob Shears, Sales Director, Aeriandi</p>												
Eckoh	<p>Alternative payment methods and what they can do for your customer engagement</p> <p>Cameron Ross, Director of Payments Strategy, Eckoh</p>												
Ground Labs	<p>10 months to GDPR – real strategies for GDPR implementation</p> <p>John Cassidy, VP Global Sales, Ground Labs</p>												
Hewlett Packard Enterprise	<p>Innovations in data protection technologies for high-scale PCI scope reduction and security</p> <p>Sudeep Venkatesh, Global Head of PreSales for Data Security, Hewlett Packard Enterprise</p>												
SureCloud	<p>GDPR: How to embrace PCI's big brother</p> <p>Nick Rafferty, COO, SureCloud; and Oliver Vistisen, Head of GRC Products, SureCloud</p>												
TrustCall	<p>Translating regulations into your operation – practically!</p> <p>Stephen Murray, Senior Director, TrustCall</p>												
11:00	Networking break and refreshments												
11:30	<p>How Fintech is changing the PCI landscape</p> <p>Julian Sawyer, Chief Operating Officer, Starling Bank</p> <ul style="list-style-type: none"> Innovative methods in PCI How a digital-only bank is approaching PCI and payment card security Approaches to preventing card-not-present fraud 												
11:50	<p>Tick tock – the changing nature of payment security</p> <p>Michael Christodoulides, VP, Payment Security and Fraud Product Team, Barclaycard</p> <ul style="list-style-type: none"> The rise of the internet user: How fraud has changed throughout history The changing world of payment acceptance How we can create a positive future for payment security 												
12:10	<p>Working to the spirit of PCI</p> <p>Clive Boonzaaier, Senior Managing Consultant, CIPHER</p> <ul style="list-style-type: none"> Treating PCI as just an expensive checklist won't make you more secure Mandated controls are the low bar. Hackers work to the high bar How to ensure your business can match its appetite to risk, controls and agility Use of automated technology can bear much of the workload, but an organisation needs to go above and beyond a technology implementation 												

Agenda											
12:30	<p>Merchant case study – getting a ROI from evidencing PCI compliance channel-by-channel</p> <p>Connie G. Penn MIMC, Card Payments and PCI DSS Subject Matter Expert, Consultant to Ann Summers & Vice Chair of Acquirers SIG at the UK Cards Association</p> <p>Evidencing PCI DSS compliance provides different challenges depending on whether the merchant has a large IT infrastructure or is a small- to medium-sized enterprise. In 2013, a medium-sized enterprise took a different approach to evidencing its compliance. Through this case study, we will share how to enhance business value and gain ROI in other areas through:</p> <ul style="list-style-type: none"> • Changing the approach to compliance management • Streamlining the process for evidencing PCI DSS compliance 										
12:50	<p>Education Seminars Session 2</p> <table border="1"> <tr> <td>Armor</td> <td> <p>Ransomware – status check</p> <p>Jeff Schilling, Chief Security Officer, Armor</p> </td> </tr> <tr> <td>Ground Labs</td> <td> <p>10 months to GDPR – real strategies for GDPR implementation</p> <p>John Cassidy, VP Global Sales, Ground Labs</p> </td> </tr> <tr> <td>PCI Pal</td> <td> <p>Meet the challenge of global PCI compliance in today’s multi-channel world</p> <p>David Swift, Channel Sales Director, PCI Pal</p> </td> </tr> <tr> <td>Syntec</td> <td> <p>Contact centres: If you don’t need the data don’t touch it</p> <p>Simon Beeching, Business Development Director, Syntec; and Kevin Dowd, Syntec’s QSA</p> </td> </tr> <tr> <td>TrustCall</td> <td> <p>Authentication in the contact centre – what next?</p> <p>Iain Sutcliffe, Senior Consultant, TrustCall</p> </td> </tr> </table>	Armor	<p>Ransomware – status check</p> <p>Jeff Schilling, Chief Security Officer, Armor</p>	Ground Labs	<p>10 months to GDPR – real strategies for GDPR implementation</p> <p>John Cassidy, VP Global Sales, Ground Labs</p>	PCI Pal	<p>Meet the challenge of global PCI compliance in today’s multi-channel world</p> <p>David Swift, Channel Sales Director, PCI Pal</p>	Syntec	<p>Contact centres: If you don’t need the data don’t touch it</p> <p>Simon Beeching, Business Development Director, Syntec; and Kevin Dowd, Syntec’s QSA</p>	TrustCall	<p>Authentication in the contact centre – what next?</p> <p>Iain Sutcliffe, Senior Consultant, TrustCall</p>
Armor	<p>Ransomware – status check</p> <p>Jeff Schilling, Chief Security Officer, Armor</p>										
Ground Labs	<p>10 months to GDPR – real strategies for GDPR implementation</p> <p>John Cassidy, VP Global Sales, Ground Labs</p>										
PCI Pal	<p>Meet the challenge of global PCI compliance in today’s multi-channel world</p> <p>David Swift, Channel Sales Director, PCI Pal</p>										
Syntec	<p>Contact centres: If you don’t need the data don’t touch it</p> <p>Simon Beeching, Business Development Director, Syntec; and Kevin Dowd, Syntec’s QSA</p>										
TrustCall	<p>Authentication in the contact centre – what next?</p> <p>Iain Sutcliffe, Senior Consultant, TrustCall</p>										
13:30	Lunch and networking										
14:30	<p>Me & Mrs Jones: Coping with regulation and exploring FinTech</p> <p>Neira Jones, Independent Advisor & International Speaker, Non- Executive Director, Cognosec</p> <p>In this high-level discussion, Neira Jones and Simon Brady, Managing Editor of AKJ Associates, will discuss the key issues and solutions of the upcoming bombardment of regulations that corporations are facing, as well as what companies can do to utilise some of the new e-commerce and payment platforms that are coming out of FinTech. The conversation will then be open to the floor, giving delegates a chance to interact, and be part of this important information sharing session.</p>										
14:50	<p>Cybercriminals love your remote access: A hacking remote access demonstration</p> <p>John Bartholomew (JB), Vice President of Sales, SecurityMetrics</p> <ul style="list-style-type: none"> • Learn through real stories why organisations’ remote access is continually under attack and how easy it can be to compromise • Understand how easy it can be to install malware that can scrape computer memory for sensitive information • Learn PCI compliance and data security best practices to thwart remote access and malware compromises 										
15:10	<p>What’s next for card data security ahead of GDPR?</p> <p>Daniel Crespi, Director, Silver Lining Convergence Ltd</p> <ul style="list-style-type: none"> • How will the General Data Protection Regulation affect the handling of consumer data? • How do I protect my customers’ card data when they call to pay? • How do I adopt a PCI solution that fits with GDPR? 										
15:30	<p>Education Seminars Session 3</p> <table border="1"> <tr> <td>Armor</td> <td> <p>Preparing for the inevitable – beyond WannaCry</p> <p>Jeff Schilling, Chief Security Officer, Armor</p> </td> </tr> <tr> <td>Eckoh</td> <td> <p>Alternative payment methods and what they can do for your customer engagement</p> <p>Cameron Ross, Director of Payments Strategy, Eckoh</p> </td> </tr> <tr> <td>Foregenix</td> <td> <p>Mind the gap: The challenges affecting e-commerce</p> <p>Richard Jones, Business Development for Strategic Partnerships, Foregenix</p> </td> </tr> <tr> <td>PCI Pal</td> <td> <p>The perfect match – compliance and customer experience</p> <p>Tony Smith, Director of Sales EMEA, PCI Pal</p> </td> </tr> </table>	Armor	<p>Preparing for the inevitable – beyond WannaCry</p> <p>Jeff Schilling, Chief Security Officer, Armor</p>	Eckoh	<p>Alternative payment methods and what they can do for your customer engagement</p> <p>Cameron Ross, Director of Payments Strategy, Eckoh</p>	Foregenix	<p>Mind the gap: The challenges affecting e-commerce</p> <p>Richard Jones, Business Development for Strategic Partnerships, Foregenix</p>	PCI Pal	<p>The perfect match – compliance and customer experience</p> <p>Tony Smith, Director of Sales EMEA, PCI Pal</p>		
Armor	<p>Preparing for the inevitable – beyond WannaCry</p> <p>Jeff Schilling, Chief Security Officer, Armor</p>										
Eckoh	<p>Alternative payment methods and what they can do for your customer engagement</p> <p>Cameron Ross, Director of Payments Strategy, Eckoh</p>										
Foregenix	<p>Mind the gap: The challenges affecting e-commerce</p> <p>Richard Jones, Business Development for Strategic Partnerships, Foregenix</p>										
PCI Pal	<p>The perfect match – compliance and customer experience</p> <p>Tony Smith, Director of Sales EMEA, PCI Pal</p>										
16:10	Networking break and refreshments										
16:30	<p>Dealing with internal indifference: How LUSH engaged and involved senior management in PCI</p> <p>Gabriel Dragffy, Information Security Manager, LUSH</p> <ul style="list-style-type: none"> • How LUSH gained senior management engagement in PCI and information security • Not everyone is IT-oriented: How to tailor your language and approach to the audience • How to tie risks directly to business priorities for greater relevance and attention • Employing ‘systems thinking’: Seeing the bigger picture and how information security fits within the whole 										
16:50	<p>EXECUTIVE PANEL DISCUSSION From the old days of PCI to the new days</p> <p>John Elliott, Head of Payment Security, easyJet</p> <p>Derek Walklate, CISO, HMV</p> <p>Colin Whittaker, PCI Industry Alumnus</p>										
17:10	Closing remarks by AKJ Associates										
17:20	Conference close and drinks reception										

Education Seminars	
<p>Aeriandi</p> <p>How to enhance your customer’s experience and address regulatory, compliance and security requirements within the contact centre – all without compromise</p> <p>Bob Shears, Sales Director, Aeriandi</p>	<p>What attendees will learn:</p> <ul style="list-style-type: none"> • Address PCI DSS compliance • Detect fraudulent calls • Regulatory issues
<p>Armor</p> <p>Ransomware – status check</p> <p>Jeff Schilling, Chief Security Officer, Armor</p>	<p>If the WannaCry attack in May proved anything, it’s that ransomware has become a favourite tactic among every level of threat actor. This highly effective and profitable malware variant continues to threaten the safety and security of organisations around the world. And that was before the Shadow Brokers released their ‘treasure trove’ of allegedly stolen nation state-level hacking tools. Now we’re waiting for the next big attack, something that could potentially overshadow the fallout of WannaCry.</p> <p>However, before we can look forward to future attacks, it’s critical that we evaluate how we got to this point and why ransomware continues to be a threat.</p> <p>What attendees will learn:</p> <ul style="list-style-type: none"> • The evolution of ransomware • Why it’s so effective • How to prevent it • How Armor can help
<p>Armor</p> <p>Preparing for the inevitable – beyond WannaCry</p> <p>Jeff Schilling, Chief Security Officer, Armor</p>	<p>The day the Shadow Brokers released their collection of allegedly stolen nation state-level hacking tools, we in the cybersecurity industry knew it was only a matter of time until these tools manifested as devastating cyber attack campaigns. WannaCry confirmed this worry, but it was only the start and luckily a patch for the exploited vulnerability already existed.</p> <p>Next time, we might not be so fortunate.</p> <p>Now more than ever it’s essential that organisations heighten their defences across the board.</p> <p>What attendees will learn:</p> <ul style="list-style-type: none"> • Why WannaCry was only the beginning • What we can learn from WannaCry • How to bridge gaps in your security • The value of advanced threat intelligence
<p>Eckoh</p> <p>Alternative payment methods and what they can do for your customer engagement</p> <p>Cameron Ross, Director of Payments Strategy, Eckoh</p>	<p>Contact centres are no longer just call centres. Today’s contact centres are meeting customer’s expectations by interacting and taking payments across all channels. Customers expect to be able to pay securely over the traditional phone call, but also via Live Chat, SMS, email, apps and online. Alternative payment methods are rapidly growing and Eckoh are leading the way in payment innovation.</p> <p>What attendees will learn:</p> <ul style="list-style-type: none"> • How your contact centre could be taking PCI DSS compliant payments via Live Chat and Apple Pay • The future of evolving payment technologies, such as Apple Pay Cash • How these new payment channels can reduce AHT and positively contribute to CSAT

Education Seminars	
<p>Foregenix</p> <p>Mind the gap: The challenges affecting e-commerce</p> <p>Richard Jones, Business Development for Strategic Partnerships, Foregenix</p>	<p>As a PCI Forensic Investigator, we've witnessed the significant upswing in hacked e-commerce businesses over the last five years. Whilst the PCI DSS simplifies the validation process with SAQ A and A-EP, a considerable number of online businesses are not making the connection between compliance and security. We've identified an important issue that is affecting small- to medium-sized e-commerce businesses that is resulting in significant problems for the merchants and their acquiring banks.</p> <p>What attendees will learn:</p> <ul style="list-style-type: none"> • The GAP we've identified • How it is being exploited • How it could be addressed <p>This presentation is for acquiring banks, payment service providers for e-commerce merchants and e-commerce merchants.</p>
<p>Ground Labs</p> <p>10 months to GDPR – real strategies for GDPR implementation</p> <p>John Cassidy, VP Global Sales, Ground Labs</p>	<p>PCI and GDPR compliance is mandatory (GDPR legislation comes into force May 2018) – failure to comply with these standards can result in hefty fines; PCI fines from \$5,000 to \$100,000; GDPR fines can reach up to 4% of global annual turnover.</p> <p>And of course, getting hacked is a costly affair – the average cost per record lost is \$194. Even losing a few thousand records is enough to bankrupt a small-sized company. Compliance is not a one-time event, it's your responsibility to keep it going.</p> <p>On the positive end, there are companies that have managed to get compliant in a matter of months. These companies see the value in compliance, understand what PCI and GDPR is about, and work together as a team to make data security a company-wide priority.</p> <p>Companies like that not only get compliant fast, but are able to stay compliant by securing sensitive data and reducing risk of a data breach. Find out how you can achieve this with minimum effort and maximum efficiency.</p> <p>What attendees will learn:</p> <ul style="list-style-type: none"> • The relationship between PCI DSS and GDPR • Key articles associated with GDPR and securing data • Quick wins to help GDPR compliance • Practical advice on making GDPR part of your core business
<p>Hewlett Packard Enterprise</p> <p>Innovations in data protection technologies for high-scale PCI scope reduction and security</p> <p>Sudeep Venkatesh, Global Head of PreSales for Data Security, Hewlett Packard Enterprise</p>	<p>Several recent innovations in data protection technologies are enabling customers to cut significant costs by reducing the scope of their Cardholder Data Environments (CDE):</p> <ul style="list-style-type: none"> • Customers are replacing cumbersome database driven tokenisation technologies with those that are 'stateless' in nature. Stateless tokenisation provides an enhanced approach to tokenisation that maximises speed, scalability, security and management of the tokenisation process. • Technologies such as Page Integrated Encryption (PIE) offer customers highly scalable point-to-point-encryption capabilities for collecting sensitive credit card and other Personally Identifiable (PI) data in web browsers and mobile devices. PIE greatly reduces the risk of data breaches and offers over 90% of scope reduction in PCI environments. <p>This presentation provides a high-level technical overview of stateless tokenisation and PIE, along with the business benefits of these technologies.</p> <p>What attendees will learn:</p> <ul style="list-style-type: none"> • The scalability and availability advantages offered by 'stateless' tokenisation technologies • How innovative technologies such as PIE de-risk e-commerce PCI environments • Real-life success stories of stateless tokenisation and PIE

Education Seminars	
<p>PCI Pal</p> <p>Meet the challenge of global PCI compliance in today's multi-channel world</p> <p>David Swift, Channel Sales Director, PCI Pal</p>	<p>Join PCI Pal to find out how to achieve PCI DSS compliance within your multi-channel contact centres across the globe and hear top tips for overcoming common challenges.</p> <p>What attendees will learn:</p> <ul style="list-style-type: none"> • Achieving PCI compliance is not as onerous as you think • Why PCI DSS compliance is not just about telephony – securing all your channels • Overcome common challenges when working with vendors
<p>PCI Pal</p> <p>The perfect match – compliance and customer experience</p> <p>Tony Smith, Director of Sales EMEA, PCI Pal</p>	<p>Compliance has moved on, have you? In today's increasingly regulated contact centre space customer experience and compliance are no longer mutually exclusive. Join PCI Pal's Tony Smith to find out how to be PCI compliant and give your customers a positive customer experience.</p> <p>What attendees will learn:</p> <ul style="list-style-type: none"> • How to make compliance part of your customer experience strategy • Building the business case for PCI compliance • The true cost of a breach and to avoid it
<p>SureCloud</p> <p>GDPR: How to embrace PCI's big brother</p> <p>Nick Rafferty, COO, SureCloud; and Oliver Vistisen, Head of GRC Products, SureCloud</p>	<p>The General Data Protection Regulation (GDPR) has become one of the biggest items on everyone's agenda this past year, but a disproportionate amount of focus has fallen on the fines being brought into force. We want to take a more optimistic look at the regulation, why it came to be and how it can be a massive opportunity to strengthen your reputation and (re)gain customer confidence. We will also look at how the implementation and ongoing maintenance of compliance can be addressed through an analytical approach to the Articles themselves; the rules of the regulation.</p> <p>What attendees will learn:</p> <ul style="list-style-type: none"> • Why someone is talking principally about the GDPR at a PCI event • Why the world's most valuable resource is no longer oil, but data • Why the GDPR came to be and how it is principally a human rights orientated regulation • Why the GDPR is far more than a simple check-box compliance exercise • Why the GDPR is a massive opportunity in disguise for organisations who take it seriously • How the GDPR aims to change company culture by turning risk assessments on their head • An analytical breakdown of the GDPR Articles that uncovers those that are applicable to your organisation, and how to tackle these through a risk-based approach • Key areas of focus for any GDPR programme based on personal and client feedback • How to effectively implement GDPR by expanding upon existing compliance programmes and management systems (ISO 27001)
<p>Syntec</p> <p>Contact centres: If you don't need the data don't touch it</p> <p>Simon Beeching, Business Development Director, Syntec; and Kevin Dowd, Syntec's QSA</p>	<p>De-scoping the contact centre environment from PCI DSS whilst ensuring MOTO card payments are compliant, with tips on how PCI DSS can inform GDPR strategy – from a leading QSA and hosted services provider.</p> <p>What attendees will learn:</p> <ul style="list-style-type: none"> • The PCI DSS challenge in call centres – a real world QSA view • How to reduce the on-going burden of compliance • De-scoping your contact centre, call recordings, remote workers & outsourcers from PCI DSS • Protecting the customer experience and improving customer trust • Case study feedback

Education Seminars	
<p>TrustCall</p> <p>Translating regulations into your operation – practically!</p> <p>Stephen Murray, Senior Director, TrustCall</p>	<p>This panel session will include guests from merchants and expert consultants/speakers. Alongside these will be expert consultants including Neira Jones.</p> <p>What attendees will learn:</p> <ul style="list-style-type: none"> • How end users have implemented and run compliance programmes in their operations • Hear about their challenges • Understand how they overcame these challenges
<p>TrustCall</p> <p>Authentication in the contact centre – what next?</p> <p>Iain Sutcliffe, Senior Consultant, TrustCall</p>	<ul style="list-style-type: none"> • Fraudsters are increasingly finding the MOTO (mail order telephone order) channel a softer target than e-commerce • Recent reports show a YoY increase in contact centre telephone-based fraud of 68% • EMV and other technology changes pushing fraudsters towards the contact centre • This is only likely to get more relevant with the introduction of 3DS V2 <p>What attendees will learn:</p> <ul style="list-style-type: none"> • What techniques are being used in contact centres today • How things are changing • What methods should organisations be deploying in the future to stay one step ahead of the criminals?