

MANAGED HOSTING SERVICES

Sungard Availability Services helps Export Technologies gain e-commerce seal of approval



Deloitte Technology Fast 50¹ company Export Technologies gives customers across all market segments a complete solution for a simple and effective way to sell online, transacting millions of pounds each week. Its International Retail Platform (IRP) supports multi-channel sales, enabling customers to generate revenue and build their market share throughout the UK, Ireland and internationally.

With uptime of paramount importance, Export Technologies needed a hosting partner it could rely on. Principle Security Officer Chris Stewart explains, “Sungard Availability Services is supporting the core of our business so we and our clients are heavily reliant on their service. Our technology is a big differentiator so it’s hugely reassuring that Sungard achieves the fabled ‘five nines’ uptime and I don’t need to think about it on a day-to-day basis.”

Export Technologies’ International Retail Platform (IRP) is the driving force behind the company’s success, helping its clients grow their businesses by around 40% every year. From mobile commerce to ePOS, multi-channel to multi-currency and UK to international markets, the flexible e-commerce platform can support the most basic to the most demanding requirements.

Studies² show that 57% of consumers will abandon a website if pages take more than three seconds to load and 80% will never return. Knowing that speed is a critical factor in any e-commerce operation, Daniel Loughlin, Chief Executive Officer for Export Technologies, reports, “So far in 2013 we have handled transactions from customers in over 130 different countries and Sungard’s connectivity is good from all parts of the world.”

As Export Technologies handles sensitive credit card information, compliance with Payment Card Industry (PCI) Data Security Standards is essential to reassure clients that their customers’ payment details are in safe hands. Failure to comply could be disastrous, leading to lawsuits, insurance claims, reputational damage and fines by regulators and payment card issuers.

Dan Loughlin explains, “Our clients facilitate millions of transactions through our IRP platform. They, and the payment card providers, need the reassurance of knowing we are PCI compliant as a critical business requirement.”

With so much at stake, the company called on Sungard AS to guide it through the notoriously rigorous audit. Chris Stewart, Principal Security Officer remarks, “When you face a specific challenge like a PCI audit, you need someone like Sungard on your side. Their expertise was invaluable in evaluating the robustness of our infrastructure, data centre processes and procedures, access controls and so on. It was reassuring that Sungard had clearly been through the process many times before.”

Business challenge

Export Technologies provides an award winning multi-channel e-commerce platform that enables businesses to successfully sell online without risk. To give retail clients confidence that its IT infrastructure is secure and resilient, it was vital Export Technologies pass the rigorous audit that proves compliance with exacting Payment Card Industry Data Security Standards (PCI DSS).

Solution

- Managed Hosting Services including:
- Managed Firewall
- Web Application Firewall
- Two-Factor Authentication
- Intrusion Detection Service
- Managed Load Balancing.

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Chris Stewart,
Principle Security Officer,
Export Technologies





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Daniel Loughlin,
 Chief Executive Officer,
 Export Technologies

Business benefits

- Freedom to focus on core business by removing the burden of infrastructure management
- High availability of data and services prevents revenue loss
- Preserves reputation for reliability and gives customers peace of mind
- Specialist expertise to help achieve PCI DSS Tier 1 compliance
- Clear upgrade path gives the ability to scale up in line with company growth
- Low risk transition from physical to virtual environment at customers own pace.

With Sungard AS's help, Export Technologies not only passed the PCI audit but became one of a select group of companies to attain Tier 1 compliance – the highest possible level. Dan Loughlin notes, “It has been a significant achievement for Export Technologies and Sungard played a key role alongside us. As one of very few PCI Tier 1 compliant providers in Ireland, this gives us a real competitive advantage.”

Chris Stewart values the flexibility and support Sungard AS has shown as Export Technologies has grown over the years: “We’ve been working with Sungard for several years now, and they have accommodated us every time we’ve changed servers, upgraded networks or needed bigger firewalls as we expanded. They have always worked with us rather than holding us to a rigid contract. We’re now looking at migrating to a cloud environment and it’s good to know we have a clear upgrade path. We can move at our own pace, secure in the knowledge that our physical infrastructure will be well managed up to that point and through the transition process.”

1 Deloitte UK Fast 50 Technology Awards winner 2012

2 Source: <http://www.strangeloopnetworks.com/resources/infographics/web-performance-and-user-expectations/website-abandonment-happens-after-3-seconds/>

About Sungard Availability Services

Sungard Availability Services provides managed IT services, information availability consulting services, business continuity management software, and disaster recovery services. To learn more, visit www.sungardas.co.uk or call 0800 143 413

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