LevelBlue Consulting Helps CSG Safeguard Clients' Financial Transactions

About CSG

CSG provides software and services that help companies around the world optimize each customer's experience. For more than three decades, CSG has simplified the complexity of business. They provide revenue management and digital monetization, payments and customer engagement solutions to help its clients thrive.

The Situation

Some of the world's largest companies count on CSG to help them manage their customer relationships. The ever-increasing scope of information security challenged CSG to build networks designed to protect their data—vast amounts of financial and personal information.

Solution

LevelBlue experts worked with the CSG IT and Information Security teams to address regulatory compliance and other security essentials. They helped the company craft a multi-layered strategy designed to protect its vital information and that of its many customers.

Business Needs

The ever-increasing scope of information security required CSG to enhance their cybersecurity. They needed to protect their network and the vast number of payment card transactions it processes for customers.

Networking Solution

LevelBlue Consulting helped CSG develop a comprehensive security strategy. They also helped reduce the complexity of protecting CSG's networks.

Business Value

Enhanced ability to shield customers' credit card data and other crucial information.

Industry Focus

Customer engagement

Size

Billions of automated customer interactions per year

Enhancing Each Customer's Experience

CSG has long been a trusted partner to some of the world's best-known brands. They help companies better engage their customers and help reduce operating expenses. CSG's award-winning solutions are built on proven public and private cloud platforms and end-to-end managed services. These help companies monetize and digitally enable the customer experience.

Like many industries, customer care has undergone significant changes over the past decade. While saving money was once the most important consideration for many CSG customers, the quality of the customer experience has now become paramount.

This change has driven growth for CSG, which has earned an international reputation for excellence in providing market-leading customer care solutions and

support. CSG uses consumer data to give its clients valuable insights into their customers, enabling them to move beyond merely personalizing every interaction to truly orchestrating each customer's journey.

Technology Propels Growth

Sophisticated infrastructure and knowledgeable technologists are essential elements of CSG's success. The company's award-winning suite of software and services allows its customers across dozens of industries to tackle their biggest business challenges and thrive in the ever-changing marketplace.

The education and experience of the company's IT team further enable the organization's ongoing innovation. Chief Information Security Officer Joseph Wilson is a computer security expert whose career includes five years as the chief of a major Department of Defense Network Operations and Defense Center. He also served in the private sector as the Security Architect, Strategist and Manager of Security Operations for a Fortune 250 food company prior to joining CSG.

His colleague John DiMartino, CSG's Director of Global Information Security, was a Network Defense Analyst for the U.S. Air Force and a Special Agent for the Kansas Bureau of Investigation, where he led cybersecurity investigations into high-technology crimes. He also worked for a Big 5 consulting firm before joining CSG.

They and the rest of the CSG IT team work to craft virtually robust protection for the sensitive information of CSG's own clients and their clients' customers.

Managing the Increasing Scope of Information Security

CSG processes vast numbers of credit card transactions for its clients, which include about 70% of the U.S. cable market. This requires strict compliance with Payment Card Industry (PCI) Data Security Standards (DSS), established by the federal government to provide that merchants and financial institutions protect customers' data.

> "Our customers are becoming more intelligent and they're asking for more. My challenge is finding a way for our team to continue to scale and handle the scope of all of that change in a world of constrained resources."

Joseph Wilson
Chief Information Security Officer, CSG

"PCI gives us a bar to hit," Wilson said. "Security and compliance are two different things, but the compliance we're required to provide is valuable to our customers and to CSG."

Information security professionals like those at CSG spend their careers working to help prevent any breach that could threaten the safety of customers' sensitive and personal data. "Our clients put their trust in CSG to protect their subscriber information," he said. "It would be hard to recover, from a reputational and monetary perspective, if any compromise would ever occur."

To protect its clients and their customers, CSG works to capitalize on best-available technologies. One of CSG's biggest challenges is scaling to the ever-increasing scope of information security. "Our customers are becoming more intelligent, and they're asking for more. My challenge is finding a way for our team to continue to scale and handle the scope of all of that change in a world of constrained resources," Wilson said.

Expert Resources, a Healthy Relationship

The LevelBlue Qualified Security Assessors (QSAs) worked with CSG's savvy IT team to address regulatory compliance and other security essentials.

The approach went beyond PCI DSS compliance consulting, also delivering expert resources, knowledge, and methodology that helped CSG meet strategic business objectives. "The LevelBlue Consulting staff has pushed us and pulled us in some ways to help us improve," Wilson said. The result has been a subtle but powerful shift in CSG's approach to security.

"PCI is now a business-as-usual event," Wilson continued. "Our efforts have been immense, and the LevelBlue group has been a huge part of that culture shift. The relationship is symbiotic and very healthy."

LevelBlue Consulting has seen a significant increase in the maturity of the CSG compliance program. It is a testament to the work the CSG team put in to making the changes. For many of the consultants, the work with CSG has been among the most rewarding of their careers, which is saying a lot for consultants with an average of 15 years of experience.

A Relationship of Trust

Conventional wisdom suggests changing vendors regularly to get a fresh perspective. However, CSG recently signed a three-year agreement to continue its relationship with LevelBlue Consulting.

Wilson said CSG tested the waters with another consultant to provide security for a recently acquired business. "We looked at the different things they brought to the table, and looked at the overall value that we receive in the relationship with LevelBlue and the relationship and trust we had built over time," he said.

The responsiveness of the account team and the leadership of the LevelBlue Consulting group helped CSG decide to continue its association. "We decided that ultimately it made more sense for us to stay with LevelBlue."

The new contract calls for a PCI DSS assessment and an evaluation across all CSG's business lines. Wilson said the company is also considering pre- and post-integration consulting for mergers and acquisitions. "If we acquire a new business that might be doing payments in a new way or one that has a common regulatory environment, we will use LevelBlue as one of our consultants to evaluate what's happening within that company, providing that we adhere to best practices, laws, and governance," he said.

Improving Resiliency and Customer Satisfaction

CSG leaders take pride in earning the trust of their clients. "It's a big deal for us to be providing the services that we are across the United States as well as globally, and that comes from being nimbler than others," Wilson said.

Not content to rest on its laurels, however, the CSG Information Security team searches for ways to improve. "We're continuing to push toward the cloud," Wilson said. "We're also continuing to expand our application portfolio. Our number-one goal is improving customer satisfaction and improving our resiliency across the board in a multi-cloud environment."

About LevelBlue

We simplify cybersecurity through award-winning managed security services, experienced strategic consulting, threat intelligence and renowned research. Our team is a seamless extension of yours, providing transparency and visibility into security posture and continuously working to strengthen it.

We harness security data from numerous sources and enrich it with artificial intelligence to deliver real-time threat intelligence. This enables more accurate and precise decision making. With a large, always-on global presence, LevelBlue sets the standard for cybersecurity today and tomorrow. We easily and effectively manage risk, so you can focus on your business.

Cybersecurity. Simplified.

<u>Contact us</u> to learn more, or speak with your LevelBlue sales representative.

LevelB/ue