

# Hogg Robinson Group accelerates PCI compliance with Spectra

## Compliance Challenge

- ▶ Regulators and trade organisations around the world impose more rules each year, often with overlaps between commercial and IT standards. Piecemeal management only increases cost and risk, leading most organisations to value well integrated approaches. Compliance means more than just being aware of regulatory requirements. It involves defining and deploying security standards and best practices. Achieving, demonstrating and maintaining compliance has been a complex, expensive and often a largely manual process – until now.
- ▶ The PCI (Payment Card Industry) DSS standard is just one example. Introduced by the major credit cards companies and mandatory, companies processing, storing, or transmitting payment card data must demonstrate PCI compliance annually. Non-compliant companies risk losing their ability to process credit card payments and being audited and or fined.

## Hogg Robinson

Hogg Robinson Group's (HRG's) business is built on a client-focused approach where their people, technology solutions, processes and procedures revolve around their clients' needs and expectations.



Their extensive global capabilities and local expertise ensure the provision of a professional yet personal service.

HRG's reputation for service excellence has been proven time and time again and when starting a rapid PCI compliance project, they were keen to achieve an accelerated and high quality solution to both their business and client needs.

HRG's requirement was to meet compliance standards using a phased approach. Initially implementing PCI with a longer term goal of achieving full ISO 27001 certification using consistent tools and management methods, for simplicity and lowest cost.

## Selection Process:

HRG scoured the market for potential solutions, finding a suitable solution through attending compliance related conferences. The Spectra solution outranked its competitors through the availability of appropriate function and value for money. A key selection criteria was not to pay for included functionality which was over complex, adding cost but little business value.

“HRG is required to comply with PCI DSS (Payment Card Industry Data Security Standard) on a specific schedule that proved to be an impossible task if done manually. Spectra allowed us to organize our process and monitor our progress”, said the Hogg Robinson Group Information Architect. “With Spectra we have been able to improve the management of our compliance activities, and it has already proved to be an investment well made.”

## Solution: Spectra

The Spectra solution was selected by HRG as it matched perfectly their requirements and delivered the functionalities they were looking for. Spectra provides companies with the tools to actively manage the compliance lifecycle reducing both cost and risk. HRG recognised and valued the fact that Spectra is designed by compliance managers for compliance managers to help customers achieve results and avoid the pitfalls of non compliance.



## Implementation

Compliance Spectrum performed the initial set up and this service was valued by HRG, making the implementation an accelerated and positive experience. During this process, Spectra was customised rapidly to meet HRG's needs.

Exploitation of Spectra continues, using a staged approach to complete full coverage of the desired system scope. Specifying full scope and estimating the resources required for labour intensive definition of compliance and evidence tasks is supported by Compliance Spectrum's experienced compliance professionals.

## Benefits

The Software as a Service (SaaS) infrastructure enabled HRG to avoid investments in hardware, software and administration of a new system. The solution proved to be quick to deploy and enabled a staged roll out.

The embedded policy templates have provided additional value for HRG, enabling them to accelerate the documentation of their compliance policies. The template compliance control wordings enabled HRG to complete an accelerated customisation, defining the appropriate actions to implement within the specific context of HRG's business and systems environment.

HRG considers that the pre-developed integration mapping between PCI and ISO compliance requirements will enable them to limit the number of controls which must be implemented when the ISO project is started. Spectra helps them to store policies and evidence in a central repository enabling an efficient and integrated approach.

"Compliance Spectrum delivered to HRG the right mix of compliance management functionality at the right price for our mid sized business." - HRG Infrastructure Architect for Business and Technology.

## Looking Ahead

HRG's priority is to replicate the use of Spectra throughout the group, which will also provide proof of the speed of subsequent deployments. Further use of the extensive capabilities of Spectra, especially audit management and reporting functionality, is planned to follow.

## About HRG

Hogg Robinson Group has a long and prestigious history: more than 160 years of experience specialising in a range of high quality corporate travel services for multinational and national clients throughout the decades. With an award-winning reputation, HRG provides expertise in global capabilities and local knowledge, non-aligned leading edge technology, a strong heritage in the business travel arena and a true understanding of corporate cultures.

Today present in over 100 countries including all the key driver markets around the world, HRG is totally committed to delivering a value offering to its extensive client base.

### ► About Us

Compliance Spectrum provides solutions that help to reduce the complexity and cost of compliance.

Developed by compliance experts, Spectra gives you the inside advantage to translate regulations and industry mandates into cost effective and repeatable policies and controls to satisfy increasingly rigorous audit requirements.

### ► More Information

Contact us at

+44 (0)207 194 7600  
[www.compliancespectrum.com](http://www.compliancespectrum.com)

Compliance Spectrum  
 New Broad Street House,  
 35, New Broad Street,  
 London  
 EC2M 1NH



[www.hrgworldwide.com](http://www.hrgworldwide.com)

