



As part of our business transformation programme, it was critically important that we improve the customer experience and reassure our customers that we are completely PCI compliant. We were finding it more and more costly and time consuming to consistently meet the requirements of the PCI DSS. Gradeon's team of experts has delivered solutions that not only delivered full compliance within 3 months but that also complemented our transformation agenda". **Scott Millett, IT Director for Iglu**

“Providing compliance and improving customer experience for the UK's number 1 ski holiday and cruise provider”

Client Benefits

- ✓ Delivered full compliance whilst implementing solutions that improved customer experience and complemented their business transformation agenda
- ✓ Reduced costs of on-going PCI compliance and annual attestation
- ✓ Assessment of all payment channels to improve efficiencies
- ✓ Full audit of contact centre and compliance achieved within 3 month period

Background

Iglu specialises in ski and snowboarding holidays (IgluSki.com), trips to Lapland (IgluLapland.com) and cruises (IgluCruise.com). They are the UK's largest retailer of ski holidays and following the acquisition of Planet Cruise in June 2013, they are today the UK's largest independent cruise agent.

Iglu Ski, now in its 18th year of trading, offers ski deals to over 200 ski resorts in 18 countries. In a competitive business environment characterised by increasing customer demands, Iglu recognised successful business transformation was key to improve the customer experience and to enable efficient and scalable business processes. Iglu appointed Gradeon for their unique framework approach to business transformation and the ability to navigate organisations through the minefield of compliance with minimal disruption to the clients' operation and customers.



Find out more: email: contact@gradeon.co.uk telephone: 0330 3650104



The Challenges

As part of its business transformation programme Iglu wanted to improve the customer experience and its security for phone payments whilst reducing the cost of maintaining PCI compliance.

Like many companies handling credit and debit card holder data, Iglu as part of its validation by an external Qualified Security Assessor (QSA), were faced with tight deadlines to meet the latest PCI DSS compliance standards.

The solution had to;

- Mirror current payment processes so agent training and system development was kept to a minimum.
- Provide the ability to take multiple part payments over a single telephone call to cover block party bookings.
- Accommodate trading hours as Iglu contact centres are open to 11pm.

Solution

Gradeon carried out a full audit and gap analysis of Iglu's contact centre to achieve full compliance within a 3 month period from start to finish. The solution has also improved customer experience, heightened security for their customers and allowed Iglu to scale their business,

Results

- ✓ De-scoped Iglu's contact centre from PCI DSS.
- ✓ Minimised the risk of a data breach as there is no valuable data for criminals to remove and reduced the impact of any breach as there is no sensitive data to be lost.
- ✓ Gradeon were able to challenge the brief, provide a clear understanding of Iglu's current position and deliver a solution to complement the business transformation agenda.
- ✓ The solution has improved systems and processes whilst at the same time as heightening security for customers.

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Gradeon's wealth of expertise and unique framework approach has led to a successful attestation of our payment platforms which has heightened security for our customers.

Scott Millett, IT Director for Iglu

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