



CASE STUDY

Epicor partners with SecureTrust to simplify merchant PCI compliance

Epicor Software Corporation provides turn-key solutions that drive business growth for more than 27,000 customers in 150 countries. Their integrated solutions help support clients across multiple verticals, including automotive, manufacturing, distribution, and retail.

Founded in 1972 as Traid Systems, Epicor has nearly 50 years of experience evolving to meet its customer's ever-changing needs. Its powerful

enterprise resource planning (ERP) platforms and cloud solutions help clients modernize their technology, streamline operations, and strengthen cybersecurity. In 2012, with the continued growth of their business, Epicor saw an opportunity to enter the merchant services market. With this, Epicor Payment Exchange (EPX) was born.

Client Spotlight:

Customer:
Epicor Software Corporation

Challenge:
Streamline PCI compliance for small merchants

Solution:
PCI Programs for Acquirers/
Processors/ISOs and Web Risk
Monitoring

EPICOR

Streamlined Compliance

Epicor now has more than 5,000 customers with upwards of 15,000 unique merchant IDs processing on their payment Gateway, which interfaces with the 8 ERP systems its customers use.

Keeping so many merchants in compliance with Payment Card Industry (PCI) standards can be a monumental task. To help manage this process—as well as other risks innate to merchant processing—Epicor has partnered with SecureTrust since 2014. SecureTrust runs Epicor's small merchant and internal PCI compliance programs and conducts ongoing website content monitoring of the company's e-commerce portfolio.

One of Epicor's major pain points has revolved around improving its merchant compliance rates. Merchants were struggling with the validation process because it was just too technical and time-consuming. "Our biggest challenge was getting our merchants to register and start the process to validate compliance", says Shay Smith, Director of Product Management for Payment Processing at Epicor.

With this, SecureTrust created a Fast-Track Wizard tailored to Epicor merchants; branded "Epicor Easy SAQ". The wizard presents a small number of customized questions that helps pre-fill up to 200 questions on the PCI Self-Assessment Questionnaire (SAQ) – a real game-changer, making it quicker and easier for business owners to validate compliance. As a result of the Epicor Easy SAQ and increasing participation from its merchants, Epicor achieved greater visibility into their merchant's compliance and actually reduced its risk, as well.

"We implemented the Epicor Easy SAQ to significantly reduce the scope of PCI compliance for our merchants," says Smith. "But we also wanted a solution that would better align with our risk tolerance."

Reduced Risk

SecureTrust's Product Management team worked closely with Epicor's risk and product teams to simplify the PCI validation process. The Epicor Easy SAQ achieved this goal by reducing the number of questions merchants needed to answer—and making it easier for them to understand their relevant PCI requirements.

Now, Epicor merchants can validate the security of their credit card payment process by walking through a tailor-made step-by-step assessment on the SecureTrust PCI Manager portal. The portal also includes many features beyond the PCI Questionnaire, including Security Awareness Education courses, Security Policy Templates, the Trusted Commerce seal, Endpoint Protection and more.

Giving merchants the right level of tools matched to their business helps them better manage PCI compliance and cybersecurity. To add, this customized experience helps protect Epicor, as well, by increasing engagement through a new streamlined path to compliance.

"SecureTrust has enabled us to mitigate the risk of our merchant portfolio through our small merchant compliance and e-commerce monitoring partnerships," Smith says.

The Epicor Easy SAQ has eased the burden of PCI compliance for Epicor's customers, giving them peace of mind and more time back in the day. The wizard tool, paired with SecureTrust's 24/7/365 support center, offers Epicor merchants the help they need to secure their credit card payments quickly—so they can get back to running their businesses. In this way, it has also increased the value of Epicor's merchant services offerings, which has helped the company cross-sell merchant services and build deeper customer relationships.

“ At the end of the day, we want to be a trusted business partner for all our merchants. Working with SecureTrust helps us accomplish this. ”

— Shay Smith, Epicor, Director of Product Management for Payment Processing