MANAGED SERVICES

LIGHTEN THE BURDEN OF BOTH SECURITY AND COMPLIANCE MANAGEMENT FOR YOUR MERCHANTS

For many merchants the task of reporting their compliance and maintaining the security of their systems can be challenging. While managing the day to day challenges of running their business, finding the time to deal with the overhead of security management and compliance reporting can, understandably become an issue.

With Sysnet's managed service, merchants can choose from one of two offerings to lighten the burden of both security and compliance management.

OVERVIEW OF MANAGED SERVICES
White labelled

As with every Sysnet solution, our managed services are provided on a white-labelled basis meaning we utilise your brand when interacting with your merchants, adding further brand value, and reinforcing your company as a trusted partner for your merchants.

Generate revenue and provide great service

Sysnet provide our Managed Services on a revenue-share basis meaning you can generate valuable new revenue streams while providing a convenient timesaving service for your customers and also reducing the risk in your merchant book. For billing purposes, we can provide you with a monthly billing feed to allow you to bill merchants directly. Alternatively, we are happy to process payment on your behalf as required.

Fully Managed Service

This is the perfect solution for merchants who wish to outsource the management of both their compliance and security. A merchant can subscribe to a monthly service that means Sysnet and our Managed Services team take care of all of the tasks associated with security and compliance. For a monthly fee a merchant will receive:

» Fully supported Self Assessment Questionnaire completion by Sysnet.
» Step by step phone based support for all elements of the compliance journey.
» Attestation and submission support.
» Issuance of Attestation of compliance for the merchant.
» Full scanning service support including local and network scans.
» ASV Scan support (where required).
» Scan results review and remediation support (where required).
» Scan scheduling report and management.
» Card number scanning support for local devices, POS devices and mobile devices.
» Proactive preventative maintenance and alerting.
» Patch Management and upgrades support.

In essence, our fully Managed Service takes away the worries of maintaining security and compliance from the merchant and places it instead in the hands of qualified payments industry professionals.

Technical Managed service

For merchants who are comfortable with the compliance process but require support for the technicalities of maintaining security, our managed services team will provide full support for the more technically challenging elements of this journey. Again, this service is billed monthly and provides merchants with the following levels of support:

Remote QSA (Qualified Security Assessor) support for complex merchant environments

- » Full vulnerability scanning service support including local and network scans.
- » ASV Scan support (where required).
- » Scan results review and remediation (where required).
- » False positive scan results handling.
- » Scan scheduling report and management.
- » Card number scanning support for local devices, POS devices and mobile devices.
- » Proactive preventative maintenance to ensure security is maintained.
- » Patch management and upgrade support.
- » Issuance of Attestation of compliance for the merchant.

Service	Fully Managed Service	Technical Managed Service
Full SAQ Completion Support	Y	
Attestation Support	Y	
Remote QSA Support	Y	
Issuance of AOC	Y	
Local Device Scan Support	Y	Y
Scan Results Review & Remediation	Y	Y
Scan Schedule Management	Y	Y
Card Number Scanning for Local Device	Y	Y
Card Number Scanning for POS	Y	Y
Card Number Scanning for Mobile	Y	Y
Card Management & Upgrade Support	Y	Y

World-class infrastructure – 24x7x365

Sysnet's managed services are supported on a 24x7x365 basis from our Network Operations Centre (NOC) in Dublin, Ireland. From there we monitor, manage and support merchants globally for some of the worlds largest Acquirers. We have invested heavily in Contact Centre, CRM, Case Management, Remote Monitoring and Remote Management technology to ensure we deliver the best service to our clients and ultimately to your merchants.

Why choose Sysnet to provide your managed service?

» We work exclusively with the payment industry.

» We provide multi-channel support to millions of merchants globally.

» We understand merchants and the challenges they face.

» We are a multi-lingual service provider to the payments industry.

» We 'white-label' our services.

» We use the latest contact centre, CRM technology.

» Our service is transparent. We provide comprehensive reporting to you as our client.

Managed Services can be delivered as a stand-alone service or as part of our Sysnet.air solution. Sysnet.air is an award-winning, cyber security and compliance management solution that helps businesses to improve security, and acquiring organisations to reduce risk. To learn more about our full range of services visit sysnetgs.com, email sales@sysnetgs.com or call:

Europe T: +353 (0)1 495 1300 / USA T: + 1 770 804 6429