

Quest | CASE STUDY

From disaster to recovery with the flip of a switch

A disaster can happen right now — a fire or flood could shut down our data center or interrupt connectivity to our data center — and we're ready to go. All we do is throw a couple of switches and in 24 hours I'm going to have 1,200 users up and online, fully functional on all systems," reports Eric Hansen, CIO at Waste Connections, an integrated solid waste services company with operations in 22 states.



This journey to true disaster readiness, says Eric, was prompted in part by the company's strong growth.

"We had manufactured our own disaster recovery plan, and it was good enough to keep us satisfied for a while," he explains. "But when we started approaching a billion dollars in revenue, we took a step back to reevaluate a few things, including our disaster recovery plan and whether it would deliver what we would actually need in the event of a major catastrophe."

The answer, confides Eric, was "not really." The company's existing plan could have

worked, "but, honestly," he adds "it wasn't going to be the best result."

"So, we talked with Quest about the ideas we had formulated, and they came up with a way to make it happen," he says. "And now, we have a rock-solid disaster recovery plan designed to be very easy to get up and running."

Putting the plan in place

The entire effort — from architecting the plan to getting everything in place — took about four months. Working together with Quest, Eric and his staff first decided on a tolerable level of recovery time.

"Quest really aids you in making this first key decision by asking you in several different ways just how much time you can stand to be offline, and how much data you can tolerate losing — data you'll later have to re-key," he reminds. "In our case, we determined 24 hours was as an acceptable time to be down, with acceptable data loss of two hours. If customer service reps have to re-key, it's only a few hours worth."

Next on the list was determining exactly what needed to be part of the plan and how the transfer to the

WASTE CONNECTIONS (Continued on p. 2)

IN THIS ISSUE

The journey to a rock-solid, customized, easy-to-use disaster recovery system is easier than you think...and less expensive, too

- 2 **From Tim Burke:** The fast-changing nature of retailer responsibility
- 3 **Profile:** Quest's PCI Scanning Services
- 3 **Did you know?** Managed services may be greener than you think
- 4 **What's new...** The pressure's on to comply with PCI

WASTE CONNECTIONS (Continued from p. 1)

secondary data center would happen.

"Quest helped us set up the secondary data center from the ground level up," he reports. "We had a rack, we filled it with equipment, established the network connections, turned everything on, and replication began happening."

"I've visited about six Network Operations Centers and Quest's is a first-class facility."

— Eric Hansen

First-class NOC and exceptional people

Among the many reasons Quest was chosen for this essential business requirement, Eric singles out both Quest's Network Operations Center (NOC) and its people.

"I've visited about six NOCs and Quest's is a first-class facility," asserts Eric. "The way Quest has set it up and are prepared for everything — from the power structure inside, the power back up systems, the main room where they can control all the systems, how they cool it, to the security. A lot of careful thought went into this NOC and it shows," he adds.

Of course, as Eric points out, you can have the very best equipment and facility, but without exceptional people, all you've really got is some hardware and a building.

"For me, it all starts with the people — professionals like Sam Samms, Quest's Senior Account Manager and Mark Schachtebeck, a Quest Systems Engineer, who make things happen for you. These guys listen to me and help find solutions. When we come up with a project or a concept for a project,

FROM TIM BURKE...

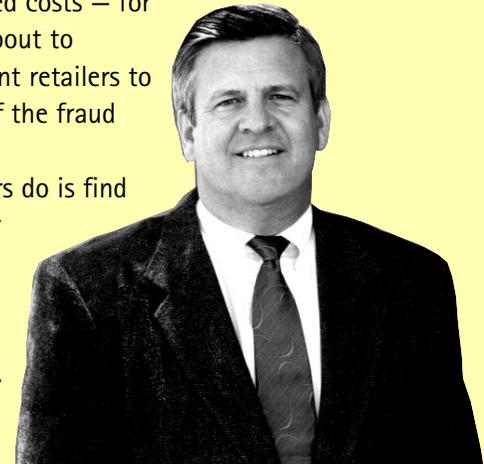
Is PCI About You?

There's a lot of talk about Payment Card Industry Data Security Standards (PCI DSS) these days. But unlike so many issues that attract media attention, this one is not going away. In fact, the talk from leading credit card issuers is about to be translated into action — action that will ultimately require all merchants and service providers sending data electronically to adhere to steps to protect both the transactions and the data needed to complete them.

Why this push? Consumer safety is the first concern. The TJX incident (see: *What's New* section) caused widespread consumer concern, something neither the retailers nor the credit agencies they use want.

The other force driving PCI adoption is an ideological shift in responsibility. Up until this point, it's been the banks and credit card issuers who have accepted the liability — and the associated costs — for any fraudulent transactions. But that's about to change. Banks and credit card issuers want retailers to step up and start accepting their share of the fraud prevention burden.

We suggest the very first thing retailers do is find out if these mandates even apply to their business — not every business is directly affected. Give us a call and we'll help determine your level of responsibility and what you need to do about it, if anything.



we'll run it by Quest and see what their take is on it. And Quest's tech people are extremely competent. We use their network operating and systems people to adjust all our routers — they keep our network up and running."

Keeping safe from disasters and the bad guys

In addition to disaster recovery assistance, Quest also provides intrusion detection and firewall monitoring services for Waste Connection.

"Quest helps us stay safe from the

bad guys," muses Eric. "They can specialize in areas that are difficult for small IT shops, keeping us up-to-date on patches and viruses, monitoring the network 24/7."

He adds, "If I were talking with a colleague about disaster recovery, I would tell them the solutions are there, and not so expensive anymore. And Quest can help get it done. They know the drill and understand what's required. Quest can walk you through the process and set you up with a very solid disaster recovery system."

Quest's PCI Scanning Services:

Meeting new credit card compliance mandates

The scope of credit card fraud has become so great that, in an effort to head off government regulation, major credit card issuers have created a set of requirements that are now a prerequisite for accepting most kinds of credit card payments.

The Payment Card Industry Data Security Standards (PCI DSS) have been agreed to by five leading credit card issuers – Visa International, MasterCard Worldwide, Discover Financial Services, American Express, and JCB – and are overseen by the PCI Security Standards Council (PCISSC) to make sure that all merchants and service providers sending data electronically have taken steps to protect both the transactions and the data needed to complete them.

The long reach of a dozen rules

A set of a dozen rules that aim to protect consumer data and transactions from being compromised, PCI DSS also imposes validation requirements, which are fulfilled, depending on transaction volume, via on-site audit and/or self-assessment questionnaires and network scans. Penalties for compliance failure include higher processing fees, fines up to \$500,000, or being barred from processing credit card payments.

Nobody accepting these credit cards is left out of the PCI DSS reach. Its requirements apply to merchants and service providers that store, process, or transmit cardholder data. What's more these standards impact all payment channels, including retail (brick-and-mortar), mail/telephone order, and e-commerce.

Quest network scanning can ease the burden

Because PCI DSS mandates are new – the most recent update was issued last September – some merchants have struggled with what seem to be daunting requirements.

Quest can help with PCI DSS compliance via network scanning that will help identify any shortcomings or non-compliance problems that may exist in a merchant or service provider's systems.

Quest's PCI Standards Council-approved scans are very affordable and can be performed remotely or on premises. Quest's proven expertise comes from being MasterCard certified for compliance Vulnerability Scanning for several years (Site Data Protection certificate number 3845-01-01).

DID-YOU-KNOW?

Managed services may be greener than you think

Applications hosted by managed services providers tend to make more efficient use of resources than the same applications run in-house. That's because the data center and network resources of managed service providers are optimally shared by multiple users. The result is less wasted energy, which means less pollution and lower energy costs.

When this built-in efficiency is coupled with managed services customers' use of thin clients, even less energy is used, since thin clients consume significantly less energy than 'thick' clients.

As green becomes more than just the color of money, green companies will enjoy ever greater competitive advantages. They'll spend less on increasingly costly natural resources, they'll avoid regulatory penalties, and they'll benefit from positive customer and investor perception.

Here are some first steps toward green that every company can take:

- Upgrade out-of-date equipment such as CRT monitors and racked servers,
- Use multi-functional devices rather than separate printers, scanners, copiers, and faxes,
- Make sure equipment is turned off when not in use,
- Configure systems according to differentiated processing needs,
- Use managed services where appropriate.

Coming in the next issue of *Quest Strategic Advisor*:

Case study of Sutter Health

What's New...

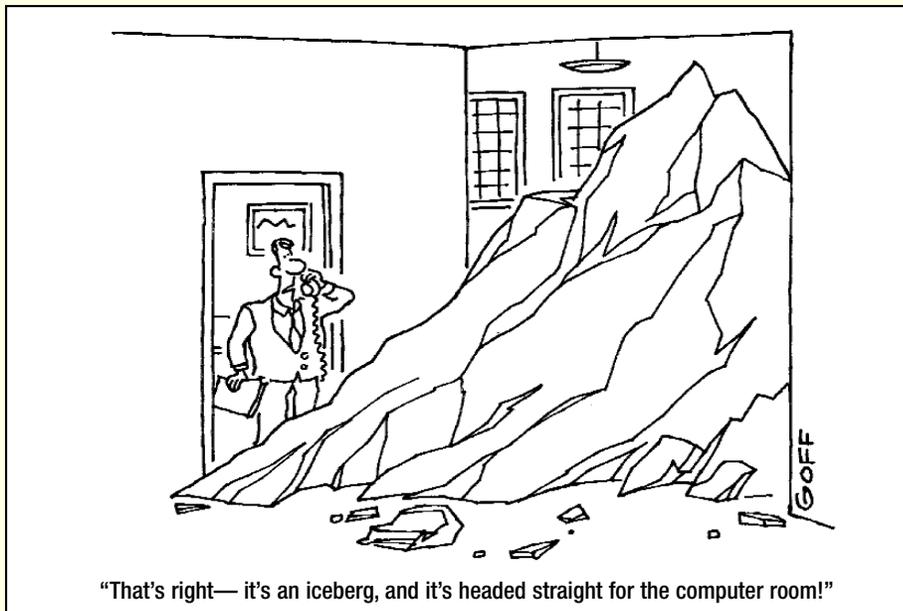
The pressure's on to comply with PCI

Despite a push to get merchants to comply with the Payment Card Industry Data Security Standards (PCI DSS), about 60 percent still do not, risking not only large fines but also the ability to accept credit cards at all.

The dark side of noncompliance surfaced earlier this year when a major retailer, TJX Companies Inc. (TJ Maxx, Marshalls, Canada HomeGoods, and AJ Wright), violated some of PCI's basic tenets. The result: its systems were breached by attackers who may have stolen the credit card data of at least 40 million customers who shopped in TJX stores in 2003 and between May 2006 and December 2006.

Generally such breaches are caused by retailers improperly storing credit card data, not changing software default settings and passwords, practicing poor patch management, neglecting to secure data with encryption technology, or using poorly-coded web-facing applications.

Thus Visa has launched an education campaign to boost merchant compliance with PCI by yearend. The program includes an executive calling program, making direct phone calls to the CEOs of major retailers who currently don't comply with the rules. Visa will also initiate a letter-mailing campaign and a series of training programs that will be conducted by card-issuing banks.



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ON THE CALENDAR

Upcoming Quest Events

PCI Briefing, Burlingame, CA, Thursday, June 21.

Discuss the driving force behind the adoption of PCI and what this means to retailers and other businesses. Discover the fraud prevention actions you can take to alleviate the liability.

Lunch Briefing, Reno, NV, Tuesday, July 10.

Quest partners with Compuware to discuss a powerful set of integrated solutions for enterprise IT including IT portfolio management, application development, quality assurance and application service management.

American Hospital Association (AHA) Health Forum Summit, San Diego, CA, Sunday, July 22-Tuesday, July 24.

Visit Quest at booth #614

PCI Webinar, Live and On-Demand, TBD.

In this 30-minute webinar, all your questions and concerns about PCI Scanning will be addressed by Quest's CTO, Mike Dillon.

Master Your Disaster (BCP/DR) Webinar, Live and On-Demand, TBD.

Covers effective business continuity/disaster recovery plans and implementation.

Events and dates are subject to change. Please contact Quest for registration, location, directions and all other information at 1-800-326-4220, or events@questsys.com.

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