RESOLVING CHALLENGES WITH SECURITYMETRICS’ HELP

- SecurityMetrics worked with us to get more of our merchants into the program. They simplified the enrollment process for our merchants through consistent education and communication. With this improved process, we went from 2-3% compliance to 44% compliance.
- SecurityMetrics provides our merchants with free policy & procedure templates if they’re on SAQ A or SAQ B, which is a big selling point.

GOALS ACHIEVED WORKING WITH SECURITYMETRICS

- Our merchants are now more educated about the PCI process because of the educational resources SecurityMetrics provides, such as monthly newsletters and weekly blog posts.
- SecurityMetrics has simplified the PCI process for our merchants by providing them with the tools they need for compliance.

“I LOVE THE CUSTOMER SERVICE—(SECURITYMETRICS) TRULY (HAS) THE NICEST PEOPLE ON EARTH. THEY ARE NEVER RUDE, AND THEY COULDN’T BE NICER TO OUR MERCHANTS. I CAN’T IMAGINE HAVING TO PICK UP THE PHONE EVERY DAY AND THINK ‘I’M GOING TO GET YELLED AT AGAIN.’ BUT THEY DO IT WELL, THEY REALLY DO. I’M NEVER DISAPPOINTED. THEY ALWAYS HELP (OUR MERCHANTS) IN ONE WAY OR ANOTHER.”

– CAROL CALLAHAN
SENIOR CREDIT OFFICER, M&T BANK