

securityMETRICS®

COMPANY HISTORY

In 1998, CEO Brad Caldwell recognized the need for affordable data security for the masses after his former company's website was hacked. At the time, the only organization qualified to help his business through the damaging compromise was extremely expensive. Caldwell realized organizations not only need affordable forensic investigations, but also simple tools to protect them from attacks in the first place.

Since its founding in 2000, privately-held SecurityMetrics has grown from a small security company specializing in vulnerability assessment scans to a global leader of data security and compliance solutions. Headquartered in Orem, Utah, SecurityMetrics continues to provide the expert security and compliance services Caldwell so desperately needed to organizations around the world.

MISSION

SecurityMetrics aspires to help organizations comply with mandates through innovative security tools, friendly customer support, and qualified expertise.

SIGNIFICANT ACHIEVEMENTS IN SECURITYMETRICS HISTORY

- 2000** - Founded by Brad Caldwell
- 2001** - First bank onsite security assessment
- 2002** - Vulnerability scanning appliance released
- 2003** - First forensic investigation
- 2004** - First onsite CISP security audit
- 2005** - First PCI DSS audit
- 2006** - QSA and ASV certifications by PCI Council
- 2007** - Forensic tool developed to discover payment cards
- 2008** - Company grew to over 200 employees
- 2009** - PA-QSA certification by PCI Council
- 2010** - Ranked top 500 by Inc. and Deloitte
- 2011** - Vision, network threat sensor released
- 2012** - Breach Protection service released
- 2013** - MobileScan and HIPAA compliance services released.
 - Conducted world's first P2PE solution validation
- 2014** - Info Security Award for PCI compliance
- 2015** - First HCISPP certification
- 2016** - Info Security Award for Cyber Forensics

MAIN PRODUCTS

PCI COMPLIANCE

SecurityMetrics verifies merchant and service provider payment card handling processes and tests merchant Internet systems to determine if they comply with the Payment Card Industry Data Security Standard (PCI DSS) through PCI DSS, PA-DSS, and P2PE audits. This process is accomplished through one-on-one education, security consulting, and award-winning support.

We also work with merchant processors around the world to create customized PCI compliance programs that improve merchant security, lower liability, and help their merchants validate compliance. Through live program management assistance and an online PCI portal available to merchants, merchant portfolios have reached over 95% compliance.

HIPAA COMPLIANCE

SecurityMetrics checks that patient healthcare information is adequately protected and assists healthcare professionals in a risk-based assessment to determine compliance with Health Insurance Portability and Accountability Act (HIPAA) Security and Privacy Rules.

We educate office managers, physicians, IT staff, and hospital compliance officers about U.S. government healthcare mandates, and we provide HIPAA policies and training. We help keep patient records private and secure through risk analyses, risk management plans, guided practice assessments, and even onsite HIPAA compliance audits.

DATA SECURITY

From internal and external vulnerability scanning to internal and external penetration testing, we find vulnerabilities and make recommendations to help secure business operations.

In addition, our customers take full advantage of our mobile vulnerability scanning, security consulting, security policies, card data discovery, PII data discovery, and breach protection services. We work with franchisees, resellers, multi-location merchants, and service providers to provide quality security products and services at competitive prices. We back our services up with live support and remediation assistance.

**WE STRIVE TO ENABLE BUSINESSES TO
COMPLY WITH INDUSTRY MANDATES THROUGH
INNOVATIVE PROPRIETARY SOLUTIONS AND
EXTRAORDINARY CUSTOMER SUPPORT.**

PRACTICED EXPERTISE

SecurityMetrics has more than 15 years of experience with data security and compliance. Our employees hold certifications like:

- Certified Information Systems Security Professional (CISSP)
- Certified Information Systems Auditor (CISA)
- PCI Forensic Investigator (PFI)
- Approved Scanning Vendor (ASV)
- Qualified Security Assessor (QSA)
- Payment Application Qualified Security Assessor (PA-QSA)
- Point-to-Point Encryption Qualified Security Assessor (P2PE QSA)
- HealthCare Information Security and Privacy Practitioner (HCISPP)

We are one of only a handful of companies worldwide certified by the PCI Council to conduct all major PCI compliance validations.

OVER 30 AWARDS

SecurityMetrics has won awards from organizations such as Stevie Awards, Info Security Global Excellence Awards, and American Business Awards.

1.4 BILLION UNENCRYPTED CARD NUMBERS FOUND

Since its introduction, PANscan® has found over one billion unencrypted cards in businesses' environments.

SECURED OVER ONE MILLION PAYMENT SYSTEMS

SecurityMetrics has helped companies secure their payment systems since its inception in 2000.

OVER 300 FORENSIC INVESTIGATIONS

The SecurityMetrics Cyber Forensic team has investigated many of the large Level 1 breaches in recent years.

7 MILLION VULNERABILITY SCANS CONDUCTED

SecurityMetrics has helped businesses prevent data breaches through regular vulnerability scanning.

TIMELY COMPLIANCE AND SECURITY RESPONSE

SecurityMetrics handles over 110,000 compliance and security calls per month.

CONDUCTED OVER 1,300 ONSITE AUDITS

SecurityMetrics' onsite audits include pre-onsite gap analysis and a PCI report on compliance.

TEAM EXPERTISE

Customer support often means outsourced call centers, 9-5 business hours, or 'press 2 for more options'. While convenient for the company, we know those options frustrate customers. SecurityMetrics prides itself on its large in-house call center with over 150 thoroughly-trained people ready to assist with data security and compliance needs.

WE'RE SIMPLIFIERS: By engaging with an upfront, experienced support agent, customers find that the complexity of data security or technical compliance requirements are easier to understand. Our agents are specifically trained to educate and assist small and large businesses with their organizational security.

WE'RE EXPERTS: Our employees are highly trained on all aspects of PCI. Most of our support agents have helped merchants troubleshoot PCI at SecurityMetrics for over three years.

WE'RE AVAILABLE WHEN YOU ARE: We understand that our customers are busy, and shouldn't have to wait for answers to PCI, HIPAA, and data security questions. We provide 24/7/365 assistance, quickly and efficiently.

WE'RE PROFESSIONAL: We hire employees based on an elevated skill set of professionalism, empathy, and ability to acknowledge and resolve customer concerns. In fact, 94% of customers describe our representatives as 'friendly'. Customer service representatives go through weekly audits and coaching to ensure quality and customer excellence.

WE'RE GLOBAL: Our compliance consultants are more than just a call center crew. They're a team of global educators. Speaking languages such as Spanish, Korean, French, Japanese, German, Tagalog, and more, agents expand the company's reach beyond North America.

NOTABLE AWARDS

2016

INFO SECURITY PRODUCT AND
SERVICE EXCELLENCE AWARD
Cyber Forensics Service

INFO SECURITY PRODUCT GUIDE
GLOBAL EXCELLENCE AWARD
PCI Compliance

2015

INFO SECURITY PRODUCT AND
SERVICE EXCELLENCE AWARD
PCI Onsite Audits

STEVIE AWARD FOR SALES
AND CUSTOMER SERVICE
HIPAA Support Team

INFO SECURITY PRODUCT AND
SERVICE EXCELLENCE AWARD
HIPAA Onsite Audit

2013

GOLDEN BRIDGE AWARDS
Best Vulnerability Assessment
and Remediation

2014

GOLDEN BRIDGE AWARD
SECURITY SOFTWARE INNOVATION
PANscan®

GOLDEN BRIDGE AWARDS
Best Security Service

AMERICAN BUSINESS AWARDS
Best New Health Service

AMERICAN BUSINESS AWARDS
Best New Business-to-Business Product
(Breach Protection)

UTAH'S BEST OF STATE
HIPAA Compliance Services

BEST IN BIZ AWARDS
Best New Product of the Year
(Breach Protection)

BEST IN BIZ AWARD
Guided HIPAA Compliance



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