MY HSM
by utimaco®

MYHSM enables STS Payments to win new market opportunities

Overview

Industry
Financial Services

Services
Face-to-face card acceptance services

Challenge
To accept and process cardholder present transactions via STS's own payment infrastructure.

Results
Using MYHSM's fully managed service, STS Payments has further enhanced its service portfolio and core business offering.

About STS Payments

STS Payments is a leading payments acceptance software specialist with unrivalled EMV expertise. Headquartered in the UK, STS has over 150,000 merchant implementations located around the world across multiple industry sectors including retail, fuel, airline, travel, logistics and government.

Merchants who select STS Payments are provided with independence from payment schemes, acquirers, Payment Service Providers, and device manufacturers, thereby generating financial savings and maximising their payments flexibility and future choices.

STS invests heavily in developing high-quality payments acceptance applications and features to remain at the forefront of payments innovation. As a global market leader in EMV Chip and PIN payments, STS Payments also include contactless, NFC mobile payments, cloud payment implementations and the management of Internet of Things (IoT) devices.

The Challenge

Before approaching MYHSM, STS Payments did not have the required infrastructure in place to process cardholder data directly, but would licence its applications to strategic partners who would package the application with hardware, their own software, and services to provide a complete payment solution. To further expand its portfolio offering, STS payments wanted to launch its own payment infrastructure and offer card data decryption and PIN translation. Moreover, STS Payments wanted to complete this in an economical manner. Purchasing, hosting, and managing Payment HSMs in-house or via a co-located data centre would have required a significant investment and presented a real barrier to entry.

Key Benefits

- Ability to offer a payment service utilising its own payment software – G8. Since implementing the MYHSM service, STS Payments have won 30% of new business globally in just 4 months.

- Access to a fully managed, PCI PIN and PCI DSS certified Payment HSM service, reducing capex and outsourcing the responsibility of the hardware, infrastructure, and network management to MYHSM.

- Now in a position to achieve a P2PE-certified payment solution.

The Solution

Following personal recommendations, STS Payments began discussions with MYHSM and quickly realised the potential of a fully managed service that could meet all its requirements. As part of the fully managed service, MYHSM is responsible for exchanging top-level keys in a PCI PIN compliant manner and the entire process is managed via a dedicated and secure MYHSM customer portal.

To begin with, STS Payments started using the Test Service which involved the following:

- Obtaining test keys from MYHSM and delivering them to the terminal vendor to inject in the test payment terminals.

- Obtaining test PIN keys from the acquirer and integrating these with MYHSM.

- Testing the STS integration to MYHSM programmatic interface (APIs).

Once the testing phase was complete, STS Payments migrated to MYHSM's Live Shared service, accessing an estate of three HSMs deployed in two geographically separate data centres for resilience and 99.999% availability.
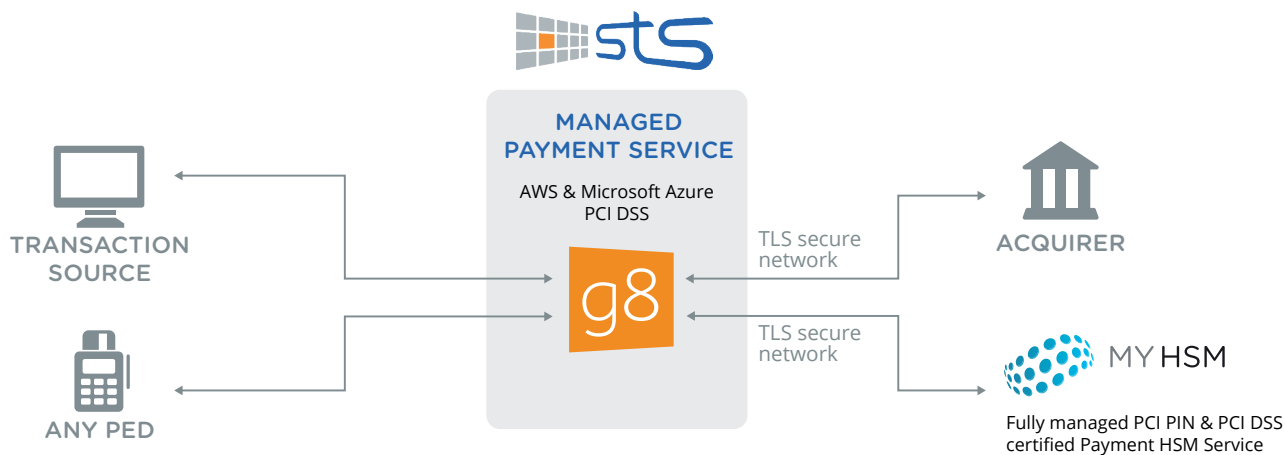
> It was an exciting journey of discovery of how to create all the moving parts and how to make them all work together. It wasn't entirely easy, but it all worked, and it has been a very rewarding experience. Payment HSMs and key management is an entirely new area for STS Payments, we had unique requirements which MYHSM were able to accommodate and the technical team really helped us along the way."

Steve Turner – CEO & Founder, STS Payments

About MYHSM

MYHSM is the first multi-vendor Payment HSMs service provider, offering secure and highly available host connections to two of the world's leading HSMs manufactures — Utimaco Atalla AT1000 and Thales payShield 10K. The MYHSM service is compatible with all major payment applications, is multi-cloud and provides a unique and globally accessible service offering to the whole payment ecosystem. MYHSM's fully managed, PCI PIN certified services alleviates the need for investment in hardware, secure facilities, management, and ongoing PCI compliance, audit and support.

The Results

Since implementing MYHSM's agile and affordable service, STS Payments have won 30% more business in the past 4 months and going forward almost all its new business will be won as a result of its complete payment solution. With no prior experience of managing and operating payments HSMs, MYHSM's fully managed service and their highly skilled engineers was the ideal solution for STS, instantly removing the complexity and capex cost associated with Payment HSMs and key management.

With a dedicated team of industry experts, the LMKs are managed by MYHSM and the top-level keys (ZMK) were generated by MYHSM's security officers for STS Payments to exchange with 3rd parties.

Furthermore, MYHSM has provided STS Payments with a PCI PIN compliant service using PCI-HSM certified HSMs without the large upfront investment costs and the ability to scale its infrastructure in line with future business growth.

As a result, STS Payments is now in a position to achieve a certified P2PE payments solution with minimal investment and in just a few months.

> " I would strongly recommend using the services of MYHSM as an alternative to owning a set-up of multiple HSMs. Seems the perfect way of consuming HSM functionality without the massive cost and compliance burden of owning the beasts!"
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> **Steve Turner** – CEO & Founder, STS Payments

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