How payment processing specialist Worldpay is using certification to key standards to improve information resilience and boost competitive advantage

"In the global payments market, security and reliability are absolutely non-negotiable. Our customers must have complete confidence in all the solutions we provide, at all times. Our proven information resilience gives them that."

Ian Crossley,
Head of Business Continuity & Corporate Security, Worldpay

Customer benefits

- Minimized impact of business disruption

- Proven protection of sensitive data

- Enhanced information security management

- Increased business resilience

- Customer reassurance

- Competitive advantage

At a glance

Worldpay, is a global leader in payment processing solutions, focussing on data security, security in data management, incident management and disaster recovery. The company holds BSI certification for ISO 22301 business continuity, ISO/IEC 27001 information security. and achieved auditor verification from BSI aligned to ISO 27031, an international standard for IT security techniques.

The company consistently needs to achieve and demonstrate the highest standards of security and reliability in its technology and processes. It is determined to remain 'best in class' in terms of information resilience, supporting its business growth.

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Customer background

Worldpay is a global leader in payment processing. It provides an extensive range of technology-led payment products and services to over 400,000 customers; it helps businesses of all sizes to grow and prosper by enabling them to accept the widest range of payment types around the world.

Using its secure and reliable technology and network, Worldpay is able to process payments from geographies covering 99% of global GDP, across 146 countries and 126 currencies, offering over 300 payment methods. On a typical day, Worldpay processes 31 million mobile, online and in-store transactions.

In 2015, Worldpay listed its shares for trading on the main market of the London Stock Exchange, and in December 2015 it became a member of the FTSE 100 largest UK companies. It now has over 5,000 employees, with its headquarters in London, and 25 offices in 13 countries around the world.

Why certification?

Worldpay's standards journey began when it realized the advantages that key certifications offer, specifically in challenging itself to improve its already high standards of security and reliability, and in meeting the increasing expectations of business customers in its large, rapidly expanding marketplace.

As Ian Crossley, Head of Business Continuity & Corporate Security, explains, the company's initial focus was on ISO 22301. "Originally, we were following the Financial Services Authority's guidance on best practice in business continuity, but I wanted to benchmark ourselves against a recognized standard that would prove that we were best in class," says Crossley.

Through ISO 22301, its first BSI certification, Worldpay demonstrates to both internal and external parties that it has a robust management system in place to cope with a business disruption. But Crossley was soon keen to go further in implementing a standard that was more closely tailored to the company's specialist in the field of payment processing.

He continues, "BSI talked to us about our needs and the ISO 27031 standard seemed to fit what we were looking for. It speaks to issues such as disaster recovery plans, asset management, incident management and how you communicate during an incident, among other key subjects for us".

Crossley says that, with data protection a growing concern for all businesses, certification to ISO/IEC 27001 "was just a natural progression for a technology organization that holds and maintains data".

This standard fitted seamlessly with the company's ethos of continuous improvement within its wider information resilience strategy, as well as with increasing customer expectations of information security-minded practices.

Implementation

Worldpay has rolled out its certifications gradually, with its technology hubs being made a priority. For example, ISO 22301 was initially achieved by four offices, then later a further five with the ultimate aim to have all its global locations covered by the standard, and a similar pattern is being adopted for ISO/IEC 27001 and ISO 27031.

Crossley has found that implementing the various standards "has never been a problem" because Worldpay has always had a clear business vision and committed leadership who "walked the talk", harnessing the support of management and staff.

This has enabled decisive action. For example, the company was able to achieve certification to ISO/IEC 27001 very quickly. "We decided to go for certification in May 2015 and we achieved it in December, so it was quite an aggressive timescale," he says.

One of the major information risks in any organization comes from the people within any process. Some threats could arise from poor practice, or simple human error or inaction. Worldpay's rigorous implementation of its standards ensures that staff are well trained to avoid such instances.

Benefits

"We had robust information security and business continuity processes in place already, but the standards ensure that we follow them and enhance them," says Crossley. "They have given us a structure to identify risks to our business and manage these. They prove that we are doing everything we can."

He continues, "Externally, they bring vital reassurance to customers. They certainly help us win business because customers can see we're resilient."

While ISO/IEC 27001 has gradually become "a given in our business", Crossley says customers are now increasingly asking for ISO 22301 too. But Worldpay can go even further. "If a customer comes in and says, 'Great, you've got ISO 22301', we can also show them we are aligned to ISO 27031. We can explain what it covers, and that we have been externally audited to it by BSI. And that we're the only company in Europe to have this independent verification."

Worldpay has consistently harmonized its standards with its broader business resilience strategy. We were already determined to maintain our security and reliability as 'best in class', but by focusing on standards in specific areas the process has become more thorough, systematic and easier to maintain."

BSI's role

BSI has played a key role in supporting Worldpay's success. For example, BSI carried out Gap analyses and pre-audit inspections "to make sure we were on the right lines," says Crossley. "They've always been ready and willing to provide guidance whenever we've needed it."

BSI was particularly helpful when it came to implementing ISO 27031. This standard posed a challenge in terms of certification, but BSI came up with a solution by establishing a bespoke audit approach to verify Worldpay's compliance with its requirements.

Crossley concludes, "As a leader in the global payments market, security and reliability are absolutely non-negotiable for us. Our customers must have complete confidence in all the solutions we provide, at all times. Our proven information resilience gives them that."

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