

Solution spotlight

Service for e-billers



The current pandemic, fuelling a “go digital” wave, has seen the emergence of a new breed of companies that facilitate payments by consumers to retailers. Consumers – hampered by a combination of government restrictions and an unwillingness to venture outside – have been empowered to make, and stay up-to-date with, payments. However, e-biller services can expose businesses and their users to potentially serious information security and business continuity risks.

Questions that should be asked by on-line consumers – and must be answered by service providers – include:



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How secure is it?



- How can e-billers ensure that software will not be attacked by malicious actors?
- Has security architecture been reviewed?
- What about vulnerability assessments and penetration testing?

Is card data stored?



- Is the e-biller PCI-DSS certified?
- Is PCI DSS certification up-to-date?
- Are compliance activities on-going?

Is it disaster-proof?



- Can operations continue during a crisis?
- Is the e-biller's business continuity strategy aligned with leading practice?

COVID-19's impact requires a fundamental re-think of a range of critical operations. Contact our market-leading IT consulting team for more information on our services for e-billers.