



Incentive Rewards Provider E-Commerce Rewards System

Ensuring secure transaction processing through implementation of effective security measures for e-commerce application

Case Study

Challenge

The Client is a full-service on-line rewards, recognition and retention program provider, providing a truly cost-effective way to alter or reward behaviors and motivate both teams and individuals.

Through the medium of online web-based programs, the Client is able to offer its customers an attractive and efficient means of communicating available incentive rewards merchandise and provide the ability to purchase and fulfill transactions through online payment methods.

Security vulnerabilities were an important area of concern for the Client. In order to ensure public user information integrity and proper handling of all electronic online transactions, the Client determined that the ecommerce site(s) would require a proper security assessment and implementation of appropriate measures to manage any identified IT security risks.

Solution

Echelon performed an extensive review of the web-based e-commerce application to complete a security assessment/vulnerability report. Based upon review of the security recommendations/risks with the Client, Echelon detailed a plan which involved numerous action items including the following areas: infrastructure environment configuration management, operational processes/practices, security layers hardening, credential information securing, programming practices securing, etc.

Working within tight timelines, as the Client's priority was to re-launch a security enhanced e-commerce website as quickly as possible, Echelon utilized a phased approach to address priority business components of the application first, and implement all required security recommendations across multiple bilingual websites in a timely manner.

Results

The security enhanced e-commerce web site was successfully re-launched with minimal interruption to the business activity.

The Client was pleased with the results of the secured web application which resulted in no further security related problem logs.

The Client indicated that the enhanced security characteristics would provide the proper foundation for the website in order to build upon, including additional business functionality to attract more new business.