

Oracle Service Cloud Platform PCI Cloud



THE HIGHEST-LEVEL SECURITY
CERTIFICATION FOR THE MOST
SECURE CLOUD ENVIRONMENTS

KEY FEATURES

- PCI DSS Service Provider Level 1 certification
- PCI DSS compliance
- Defense Information Systems Agency Security Technical Implementation Guide (DISA STIG) hardened operating system
- Independent assessment and certification by a QSA auditor

KEY BENEFITS

- Meet stringent payment card–industry standards for credit card transactions
- Provide operational transparency

Oracle Service Cloud offers a PCI-certified cloud service as an extension of its software-as-a-service (SaaS) offering. Safeguarding credit card information and maintaining compliance with the Payment Card Industry (PCI) Data Security Standards (DSS) is a requirement for enterprises and government agencies that accept, process, and/or store credit card information.

PCI Certified Cloud

The Payment Card Industry Security Standards Council manages the ongoing evolution of the payment card–industry (PCI) security standards. As such, its focus is on improving payment account security throughout the transaction.

Any organization that stores, processes, or transmits credit card information must safeguard that information and comply with PCI Data Security Standards (DSS). Organizations that fail to comply are subject to fines and lawsuits, and could be prohibited from accepting credit cards altogether.

For clients with these kinds of enhanced security requirements, Oracle offers a PCI-certified cloud option that provides an environment certified as PCI Service Provider Level I, the highest level possible for service providers. Oracle will continue to invest in resources and infrastructure to implement the required controls in Oracle Service Cloud PCI Certified Cloud and to ensure compliance.

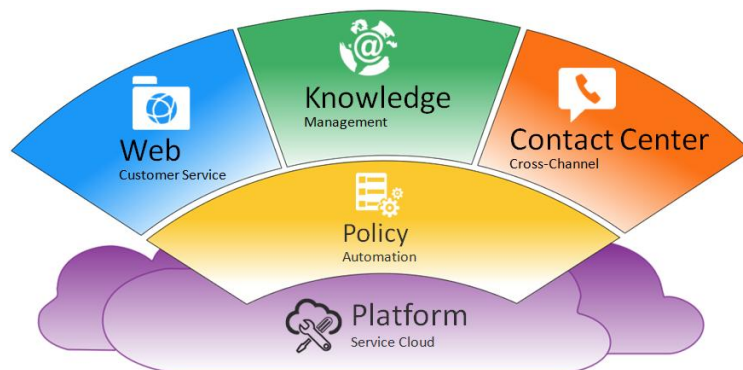


Figure 1. Oracle Service Cloud Platform PCI Certified Cloud ensures that Oracle Service Cloud implementations provide the stringent security that credit card transactions require.

ORACLE SERVICE CLOUD PLATFORM

Oracle Service Cloud Platform PCI Cloud is part of the market-leading Oracle Service Cloud product, which offers an integrated approach to customer experience. With this Cloud Service, you'll be able to provide a seamless customer experience in 34 languages across multiple touchpoints—from your knowledge foundation and contact center to your corporate Website and social communities. Deliver exceptional customer experiences that put you head and shoulders above your competitors.

RELATED PRODUCTS

Oracle Service Cloud Platform PCI Cloud includes the following products:

- Web Customer Service Knowledge Management
- Cross Channel Contact Center
- Policy Automation
- Oracle Service Cloud Platform
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With Oracle Service Cloud Platform PCI Certified Cloud, Oracle ensures that Oracle Service Cloud implementations meet all PCI DSS requirements and are independently assessed and certified by a Qualified Security Assessor (QSA) auditor.




Table 1: Oracle Service Cloud PCI Certified Cloud Platform Cloud Service vs. Oracle Service Cloud Platform Cloud Service

	Oracle Service Cloud Platform Cloud Service	Oracle Service Cloud PCI Certified Cloud Platform Cloud Service
Class IV data center	√	√
Logically isolated customer implementations	√	√
Cloud Services: infrastructure, platform and applications management	√	√
Disaster Recovery: data redundancy, backups and remote hot site	√	√
Cloud Management System	√	√
All Systems monitored 24/7 by Oracle Service Cloud's network operations center	√	√
Full-time Chief Information Security Officer and dedicated security team	√	√
Cloud elasticity – scalability on demand	√	√
Virtual CIO – operational transparency	√	√
DISA STIG Hardened OS		√
PCI DSS Service Provider Level 1 certification		√
PCI DDS compliance		√

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Hardware and Software, Engineered to Work Together

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