

CASE STUDY: Payzone strengthens resilience and compliance at scale with Integrity360

The customer

Payzone is a leading multi-channel service provider, backed by AIB and Fiserv. For over 20 years, Payzone has been connecting people to payments, processing millions of transactions annually through its nationwide network. Employing over 130 people, Payzone is headquartered in Sandyford, Dublin.

Payzone builds technology that works for everyone with an emphasis on the consumer, retail, transport, utility and the not-for-profit sectors. Its offering includes a nationwide retail payment network of 7,000 agents, debit and credit card processing solutions, a consumer app, and an online fundraising platform. Payzone isn't just about making payments easier, it's about making everyday life easier.

Operating in a highly regulated environment, the organisation must ensure continuous availability, secure transactions, **and strict adherence to standards such as PCI DSS v4.0 and ISO 27001.**

Cyber security is fundamental to maintaining trust, ensuring uptime, and supporting business growth in a fast-moving payments landscape.

"In payments, security, availability, and compliance are inseparable. Cyber security has to be continuous, proactive, and deeply embedded into everything we do." - **Frank Crummey, Risk and Compliance Officer Payzone Ireland**



Leading multi-channel service provider, backed by AIB and Fiserv. Payzone specialises in providing payment solutions that make payment easier for both businesses and consumers.



Industry

Payment Services
Provider



Challenge

As regulatory expectations and threat levels increased, Payzone faced growing pressure:

- Intensifying compliance requirements, including PCI DSS v4.0
- Increasingly sophisticated threats targeting payment systems
- Operational strain from managing security and compliance internally
- Customer expectations demanding demonstrable, always-on security
- The need to maintain zero downtime in a high-volume transaction environment

Balancing security, compliance, and operational efficiency became increasingly complex.

Selection criteria

As Payzone's environment evolved, selecting the right partner required:

- Proven expertise in **payments and regulated environments**
- Strong support for **PCI DSS and ISO 27001 compliance**
- Ability to deliver **24/7 monitoring and threat response**
- A partner capable of **consolidating multiple security services**
- A **long-term, collaborative approach** aligned with internal teams

Integrity360's solution

Integrity360 delivered a comprehensive, multi-service cyber security programme, enabling Payzone to strengthen both resilience and compliance.

Key areas of support included:

- **Managed detection and response (MDR)**
Providing continuous monitoring and real-time threat visibility
- **Compliance support and alignment**
Streamlining PCI DSS and ISO 27001 audits, reporting, and remediation
- **Penetration testing and assurance services**
Identifying vulnerabilities and strengthening security posture
- **Integrated service delivery model**
Reducing complexity by consolidating multiple services
- **Close collaboration and communication**
Improving responsiveness and aligning closely Selection criteria

Solution

Integrity360 delivered a comprehensive, multi-service cyber security programme, enabling Payzone to strengthen both resilience and compliance.

“MDR has given us real-time visibility and confidence that threats are being monitored around the clock. That level of awareness is critical in payments. Integrity360 feel like an extension of our own team. They anticipate our needs rather than reacting to them.”

Frank Crummey
*Risk and Compliance Officer,
Payzone Ireland*

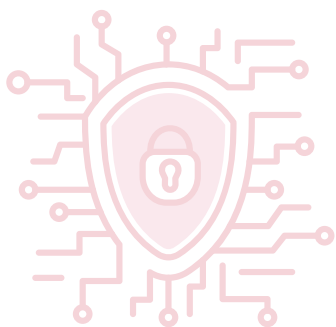
The benefits

- Continuous **24/7 threat monitoring and improved visibility**
- Reduced operational burden on internal teams
- Streamlined **compliance and audit processes**
- Improved consistency across security and governance functions
- Stronger collaboration and service responsiveness
- A scalable security model supporting ongoing growth

Looking ahead

With a strong cyber security and compliance foundation in place, Payzone is continuing to focus on innovation and delivering seamless, secure payment services.

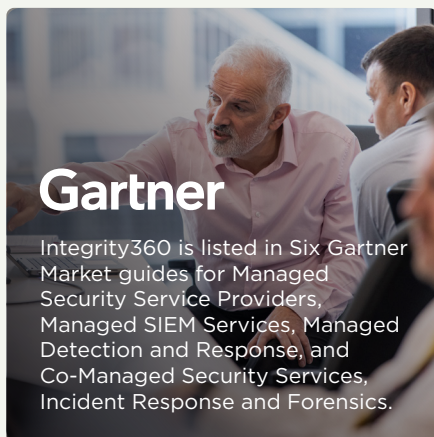
"This partnership allows us to focus on innovation and delivering reliable, secure payment services, knowing our cyber security foundations are strong." - **Frank Crummey, Risk and Compliance Officer, Payzone Ireland**



About Integrity360

Integrity360 is Europe's leading cyber security and PCI specialist, with offices across Ireland, the UK, Bulgaria, Italy, Sweden, Spain, Lithuania, Ukraine, Africa, and the Caribbean. The company operates five Security Operations Centres (SOCs) in Dublin, Sofia, Stockholm, Naples, and Cape Town.

With an expert team of over 350 dedicated cyber security professionals, Integrity360 offers a full suite of professional, support, and managed security services. These services cover every aspect of cyber risk management, from identification and prevention to detection, response, and recovery.



3000+
Enterprise
Clients

585+
Cyber
Professionals