

# HITRUST® Common Security Framework Certification

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## Client Profile



Delivering next-level data security that goes beyond basic compliance.

In today's rapidly evolving and increasingly complex digital landscape, data protection is a top priority. Organizations must protect their customers' most sensitive financial information and manage risk while also deftly handling strict compliance and regulatory requirements across the various industries they serve.

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## Challenge

Fiserv wanted to measure and attest to the effectiveness of its internal security and compliance efforts and to evaluate the security and risk-management efforts of its supply chain of third-party vendors.

## Solution

The HITRUST CSF certification provided a comprehensive and efficient approach to regulatory compliance and risk management.

## Proof Points

- HITRUST CSF provided a comprehensive, flexible and efficient approach to regulatory compliance and risk management
- The certification ensures client data protection through the entire supply chain ecosystem



With the HITRUST CSF, we are always protecting data on behalf of ourselves as well as our clients and business partners in our ecosystem."

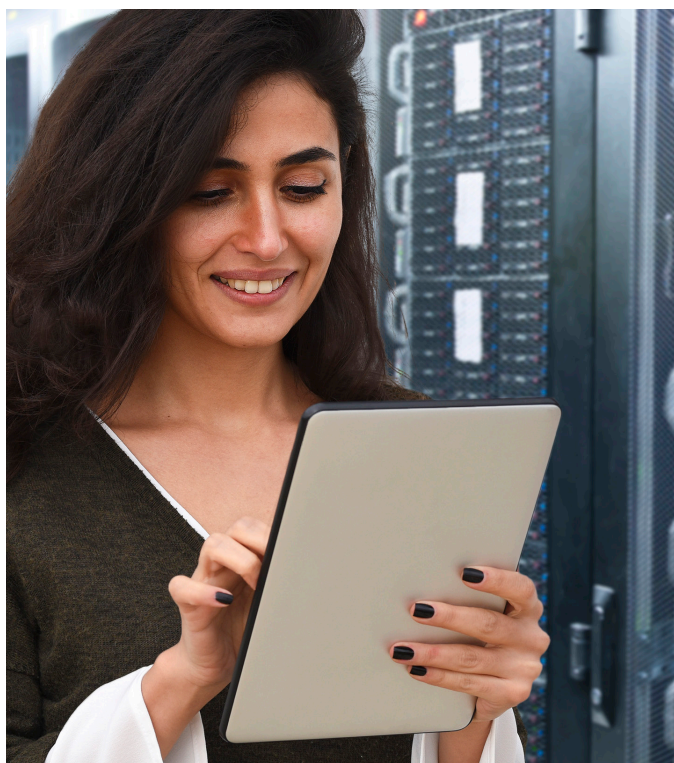
**Brenda Magri**

Senior Director of Security Strategy  
Fiserv

Staying current on proposed compliance changes, regulation updates and new regulations can be challenging. Dedicated to robust security and privacy, Fiserv sought a means of going beyond compliance. The goal was to measure and attest to the effectiveness of its internal security and compliance efforts and to evaluate the security and risk-management efforts of its supply chain of third-party vendors.

In 2017, Fiserv began the certification process for the HITRUST Common Security Framework (CSF) for the health care industry and realized the CSF also was effective in other industries. It provides a comprehensive and efficient approach to regulatory compliance and risk management.

**“One of our core values is to do the right thing, and we extend that into our risk-management program,” said Brenda Magri, senior director of security strategy for Biller Solutions, Fiserv. “With the HITRUST CSF, we are always protecting data on behalf of ourselves as well as our clients and business partners in our ecosystem.”**



## Safe and Secure

Organizations can tailor the security control baselines within the CSF based on type, size, systems and regulatory requirements. The certification can be leveraged to prove a company's security controls are in place.

### HITRUST CSF also:

- Protects internal data and digital assets
- Proves attestation to regulations that protect data and digital assets
- Generates a single report that can demonstrate data security for customers
- Reduces the cost and time spent by IT on client-requested security and compliance audits
- Measures the security and compliance footprint of third-party vendors
- Raises greater awareness of the importance of security and compliance

With the HITRUST CSF and its established standards for data protection, Fiserv now has the tools to identify security and compliance gaps in a vendor or business partner's processes and notify them so those gaps can be closed. It's a way to protect the data and reputation of Fiserv and its clients.

**“Our controls are aligned to the HITRUST CSF,” Magri said. “That gives us a comprehensive set of security controls along with a maturity assessment, which works more effectively than a point-in-time assessment.”**



## Taking a Leadership Role in Customer Security

Obtaining the certification is one of the many ways Fiserv sets itself apart as a leader in the fintech industry. The CSF certification demonstrates an ongoing commitment to security that goes beyond just meeting compliance standards.

Because the HITRUST CSF is a maturity assessment, companies can compare their security and risk-management scores year to year. If a score decreases, the IT team can evaluate if a process failure or training failure was the cause and then determine the necessary remediation.

**“At Fiserv, we like to perform audits for that very reason,” Magri said. “If there’s a problem, we want to know so we can fix it right away. Ultimately, we want to protect data the very best we can.”**

The HITRUST CSF has reinforced the high level of security and risk-management awareness at Fiserv with:


- Executive leader alignment on security
- Identification of security gaps
- Remediation cost analysis
- Evaluation of third-party vendors


By maintaining rigorous internal security and compliance measures and effectively evaluating the security and risk management of third-party vendors, Fiserv can ensure its customers their entire supply chain ecosystem is protecting their most sensitive data, information and digital assets along every step of the customer journey.



# Connect With Us

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