

# SecurityMetrics

history

products

expertise

team

awards

# Our company [history]

## *Who we are and where we came from*

In 1998, CEO Brad Caldwell recognized the need for affordable data security for the masses after his former company's website was hacked. At the time, the only organization qualified to help his business through the damaging compromise was extremely expensive. Caldwell realized organizations not only need affordable forensic investigations, but also simple tools to protect them from attacks in the first place.

Since its founding in 2000, privately-held SecurityMetrics has grown from a small security company specializing in vulnerability assessment scans to a global leader of data security and compliance solutions. Headquartered in Orem, Utah, SecurityMetrics continues to provide the expert security and compliance services Caldwell so desperately needed to organizations around the world.

### **Our mission**

We aim to help organizations comply with mandates through innovative security tools, friendly customer support, and qualified expertise.

## Proud moments in SecurityMetrics History

- 2000** - Founded by Brad Caldwell
- 2001** - First bank onsite security assessment
- 2002** - Vulnerability scanning appliance released
- 2003** - First forensic investigation
- 2004** - First onsite CISP security audit
- 2005** - First PCI DSS audit
- 2006** - QSA and ASV certifications by PCI Council
- 2007** - Forensic tool developed to discover payment cards
- 2008** - Helped over 1 million merchants
- 2009** - PA-QSA certification by PCI Council
- 2010** - Ranked top 500 by Inc. and Deloitte
- 2011** - Vision, network threat sensor released
- 2012** - Breach protection service released
- 2013** - MobileScan and HIPAA compliance services released.  
Conducted world's first P2PE solution validation
- 2014** - Info Security Award for PCI compliance
- 2015** - First HCISPP certification



**Brad Caldwell**  
Founder and CEO

# Our main [products]

*The products and services we're best known for*

## PCI Compliance

We verify merchant and service provider payment card handling processes and test merchant Internet systems to determine if they comply with the Payment Card Industry Data Security Standard (PCI DSS) through PCI DSS, PA-DSS, and P2PE audits. This process is accomplished through one-on-one education, security consulting, and award-winning support.

We also work with merchant processors around the world to create customized PCI compliance programs that improve merchant security, lower liability, and help their merchants validate compliance. Through live program management assistance, merchant portfolios have reached over 95% compliance.

## HIPAA Compliance

We check that customer healthcare information is adequately protected and assist healthcare professionals in a risk-based assessment to determine compliance with Health Insurance Portability and Accountability Act (HIPAA) Security and Privacy Rules.

We educate office managers, physicians, and hospital compliance officers about new U.S. government healthcare mandates through HIPAA policies and training. We help keep patient records private and secure through risk analysis, risk management plans, guided practice assessments, and even onsite HIPAA compliance audits.

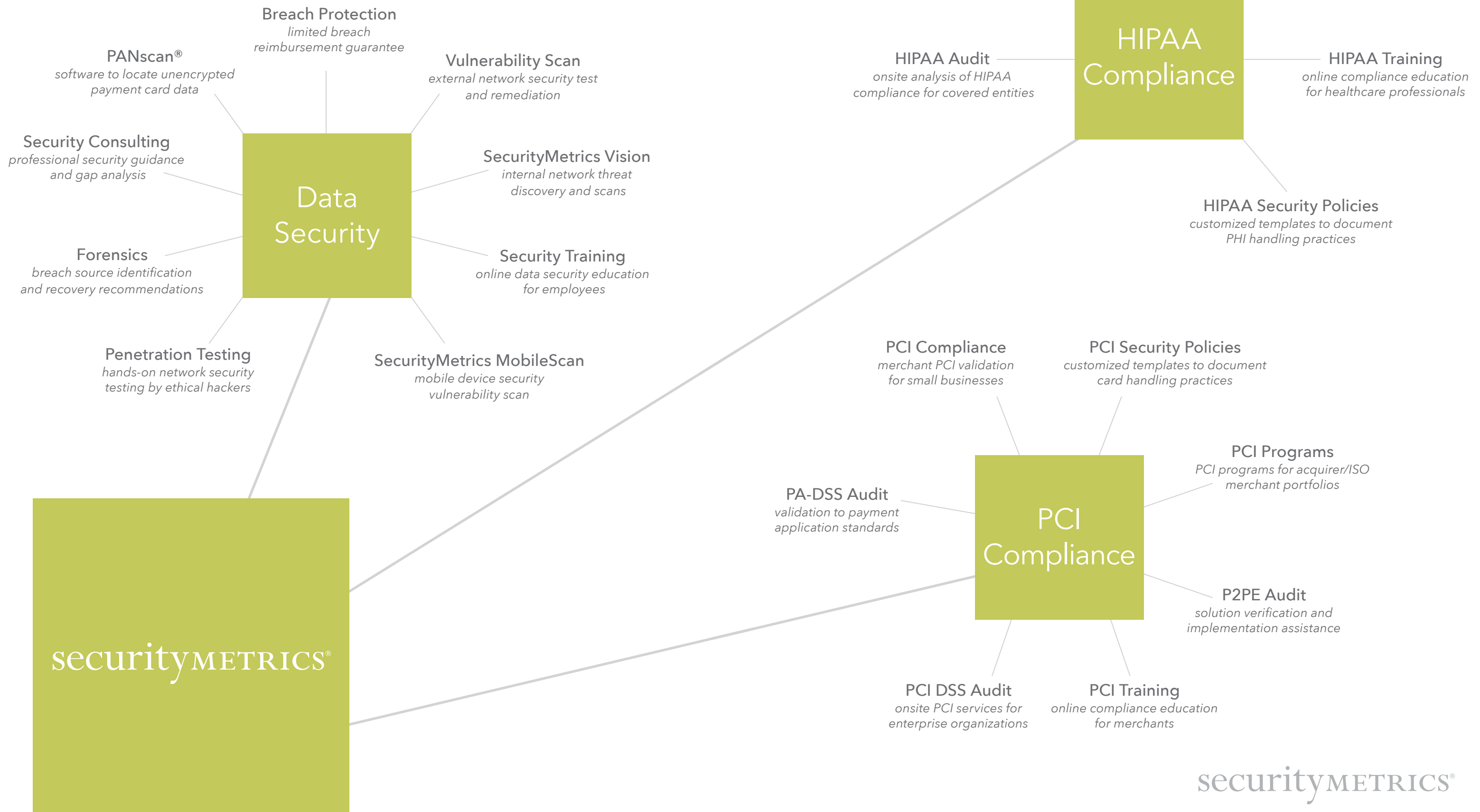
## Data Security

From internal and external vulnerability scanning to internal and external penetration testing, we find vulnerabilities and make recommendations to help secure business operations.

In addition, our customers take full advantage of our mobile vulnerability scanning, security consulting, security policies, card data discovery, and breach protection services. We work with franchises, resellers, multi-location merchants, and service providers to provide quality security products and services at competitive prices. We back our services up with live support and remediation assistance.

**We strive to enable businesses to comply through innovative proprietary solutions and extraordinary customer support.**

# Our product [map]



# Company Stats

## Our practiced [expertise]

*We've been around the block a few times*

We have more than 10 years of experience with data security and compliance. Our employees hold certifications like:

- Certified Information Systems Security Professional (CISSP)
- Certified Information Systems Auditor (CISA)
- PCI Forensic Investigator (PFI)
- Approved Scanning Vendor (ASV)
- Qualified Security Assessor (QSA)
- Payment Application Qualified Security Assessor (PA-QSA)
- Point-to-Point Encryption Qualified Security Assessor (P2PE QSA)
- HealthCare Information Security and Privacy Practitioner (HCISPP)

We are one of only a handful of companies worldwide certified by the PCI Council to conduct all major PCI compliance validations.

We've conducted over  
**1,200 onsite audits**

We've helped over  
**ONE MILLION**  
customers

We've  
won  
over  
**25**  
awards

We've helped  
customers find  
**over**  
**1.2 billion**  
unencrypted  
card numbers

We've conducted over  
**6 million**  
**vulnerability scans**

We've  
conducted  
over  
**300**  
forensic  
assessments

We handle over  
**110,000**  
compliance and security calls per month

# Our prized [team]

*A remarkable aspect of our company is its friendly customer service*

All too often, customer support means outsourced call centers, 9-5 business hours, or 'press 2 for more options'. While convenient for the company, we know those options frustrate customers. SecurityMetrics prides itself on its large in-house call center with over 300 thoroughly-trained people ready to assist with data security and compliance needs.

- **We're simplifiers:** By engaging with an upfront, experienced support agent, customers find that the complexity of data security or technical compliance requirements are easier to understand. Our agents are specifically trained to educate and assist small and large businesses with their organizational security.
- **We're experts:** Our employees are highly trained on all aspects of PCI. Most of our support agents have helped merchants troubleshoot PCI at SecurityMetrics for over three years.

- **We're ready when you are:** We understand that business owners are busy, and shouldn't have to wait for answers to PCI, HIPAA, and data security questions. Not only do we provide 24/7/365 assistance, but we do it fast. Our average speed to answer incoming phone calls is less than 6 seconds!
- **We're nice:** We hire employees based on an elevated skill set of professionalism, empathy, and ability to acknowledge and resolve customer concerns. In fact, 94% of customers describe our representatives as 'friendly'. Customer service representatives go through weekly audits and coaching to ensure quality and customer excellence.
- **We're global:** Our compliance consultants are more than just a call center crew. They're a team of global educators. Speaking languages such as Spanish, Korean, French, Japanese, German, Tagalog, and more, agents expand the company's reach beyond North America.



# Our favorite [awards]

*It takes a team to win*

*October 2014*

## **Golden Bridge Award**

Security Software Innovation (PANscan®)

*September 2014*

## **American Business Awards**

Best New Health Service

*May 2014*

## **Utah's Best of State**

HIPAA Compliance Services

*March 2014*

## **Best in Biz Award**

Guided HIPAA Compliance

*February 2014*

## **Info Security Product Guide Global Excellence Award**

PCI Compliance

*February 2014*

## **Stevie Award for Sales and Customer Service**

HIPAA Support Team

*October 2013*

## **Golden Bridge Awards**

Best Vulnerability Assessment and Remediation

*October 2013*

## **Golden Bridge Awards**

Best Security Service (SecurityMetrics Assurance)

*September 2013*

## **American Business Awards**

Best New Business-to-Business Product (SecurityMetrics Assurance)

*March 2013*

## **Best in Biz Awards**

Best New Product of the Year (SecurityMetrics Assurance)

*June 2012*

## **Ernst & Young Entrepreneur of the Year**

CEO Brad Caldwell, Technology

*February 2012*

## **Stevie Award for Sales and Customer Service**

Contact Center of the Year

*November 2010*

## **Deloitte Technology Fast 500**

122<sup>nd</sup> Fastest Growing Company

*August 2010*

## **Inc. 500**

408<sup>th</sup> Fastest Growing U.S. Company



**To sum up, we know all about**  
compromise prevention, PCI DSS  
compliance, vulnerability scanning,  
mobile payment security, merchant  
data security, card data discovery,  
PCI forensic investigations, hacking  
trends, HIPAA compliance, security  
consulting, P2PE assessments, PA-DSS  
assessments, service provider data  
security, patient data security, PCI onsite  
assessment, security policies, security  
training, and penetration testing.

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