



Gaining wider business benefits from PCI Compliance and a technical support package to remain proactive.

Luxury lifestyle retail chain, Harvey Nichols, engaged Bytes Security Partnerships to provide a cost effective solution to meet PCI Compliance standards and implement an Intrusion Prevention System (IPS) which complimented existing SSL VPN and fire-wall technology.

Harvey Nichols is a luxury store, renowned both in the UK and internationally for the breadth and depth of its exclusive merchandise. It offers many of the world's most prestigious brands in womenswear, menswear, accessories, beauty and food.

The company currently has stores in London, Bristol, Manchester, Leeds, Edinburgh and Birmingham in the UK, along with stores across the globe in Dublin, Riyadh, Hong Kong, Dubai, Istanbul and Jakarta.

The Challenge

Like most retailers within the UK, Harvey Nichols was looking to further secure their network in line with PCI DSS standards. In particular they had a requirement to implement Intrusion Prevention Systems (IPS).

Harvey Nichols was not a firm believer in the benefits of implementing an IPS solution but understood that this was key to becoming PCI Compliant.

The task Bytes Security Partnerships (BSP) faced was to recommend a solution that was not simply a 'tick in the box' solution but also offered added benefits to the business. BSP needed to find a solution that not only satisfied their business requirements but also further developed into a sound investment that was easily cost-justifiable.

The Solution

BSP presented a number of flexible solutions to Harvey Nichols who entered into consultation with a range of BSP technical experts in order to make an effective decision.

Customer Profile:

Company: **Harvey Nichols**
Industry: **Retail**
Country: **Global**
Revenues: **£87.1m**
(£16.1m profit)
Employees: **2,500**

Bytes Solutions Provided:

- Juniper Networks IDP
- Advice on gaining wider business benefit from PCI Compliance
- Training for internal team on swift and smooth roll out
- Cost efficient solution including tech support package

Key Benefits:

- Full PCI compliance
- Network monitoring
- Effective IDP rollout
- Strong relationship with dedicated account manager
- Positive internal view of investment
- Secure customer transactions
- Swift resolution of issues

“Bytes Security Partnerships provided the know-how and expertise which helped us in turning around perceptions of PCI Compliance from a poisoned chalice to a useful business investment. They made us aware of wider business benefits of IPS, as well as making sure the system was implemented well and with minimal internal disruption. This was especially important as this was a new area of security for us.”

Matthew Suddock,
Infrastructure Manager, Harvey Nichols

As a result, Harvey Nichols and Bytes selected Juniper Networks IDP Series which also complimented existing SSL VPN and fire-wall technology deployed within the company.

Juniper Networks IDP Series appliances offer the latest capabilities in network intrusion prevention to protect the network from a wide range of attacks. Using industry-recognised stateful inspection techniques, the IDP Series provides zero-day protection against worms, trojans, spyware, keyloggers, and other malware.

Additional benefits included a centralised management tool, which allowed Harvey Nichols to configure multiple devices from one interface, as well as giving quick visibility of network issues, which were previously difficult to trace.

The Result

BSP met the requirements of Harvey Nichols within the timescales given, by providing a best-fit solution, proactive and responsive account management and direct access to second line engineers for technical enquiries.

The reliable and professional support and consultancy framework offered by BSP ensured the smooth introduction of the Juniper Networks appliances.

Overall the project has created a valued relationship between BSP and Harvey Nichols built on trust and professional understanding.

About Harvey Nichols

Harvey Nichols is an international luxury lifestyle store, offering the world's most prestigious brands in womenswear, menswear, accessories, beauty, food and home.

The retailer has 12 stores in total, six of which are located in the UK. The London flagship store is situated in the heart of Knightsbridge, London's most fashionable and exclusive shopping district. In addition to its retail stores, Harvey Nichols operates two stand-alone restaurants in London – Prism and the OXO Tower Restaurant, Bar and Brasserie.

Why Bytes for Security

Bytes Security Partnerships is dedicated to delivering network security services that meet the needs of our customers.

At all stages in the relationship, our account managers and engineers focus on understanding the underlying business drivers and objectives to ensure that we provide the right solution every time.

Our experienced IT engineers act as an extension of our clients' IT teams providing security project planning, audit and health check services, 24x7 on call technical support and knowledge transfer and training services.

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