

PCI CERTIFIED CLOUD

RIGHTNOW OFFERS PCI CERTIFIED CLOUD AS AN extension of its SaaS offering, RightNow CX Cloud. PCI Certified Cloud is part of the RightNow CX Platform. See below for more details.

PCI CERTIFIED CLOUD

The Payment Card Industry Security Standards Council (PCI SSC) manages the ongoing evolution of the Payment Card Industry (PCI) security standards. Their focus is improving payment account security throughout the transaction.

Safeguarding credit card information and maintaining compliance with the PCI Data Security Standards (DSS) is a requirement for any organization that stores, processes, or transmits credit card information. Organizations that fail to comply are subject to fines and lawsuits, and could be prohibited from accepting credit cards altogether.

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

With RightNow PCI Certified Cloud, RightNow ensures that all RightNow CX implementations:

- Meet all PCI DSS requirements
- Are independently assessed and certified by a QSA auditor

FOR MORE INFORMATION

Please visit our website at www.rightnow.com or give us a call for more information.



PCI Certified Cloud vs. Standard CX Cloud

	CX CLOUD	PCI CERTIFIED CLOUD
Class IV Data Center	✓	✓
Logically Isolated Customer Implementations	✓	✓
Cloud Services - Infrastructure, Platform, and Applications Management	✓	✓
Disaster Recovery - Data Redundancy, Backups, and Remote Hotsite	✓	✓
RightNow Cloud Management System (RCMS)	✓	✓
All Systems Monitored 7x24x365 by RightNow NOC	✓	✓
Full-Time CISO and Dedicated Security Team	✓	✓
Cloud Elasticity - Scalability On Demand	✓	✓
Virtual CIO - Operational Transparency	✓	✓
DISA STIG Hardened OS		✓
NIST 800-53 Moderate Controls		✓
PCI DSS Service Provider Level 1 Certification		✓
Adherence to PCI#DSS Requirements		✓

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