



eNews

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Customer Care Center - 877-456-8890

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We say "Aloha"
to our recent customers

Hello, {FIRST_NAME}!

Matrix Proven POS

Customer Satisfaction Survey:

We are listening...

We are welcoming the opportunity to participate in customer satisfaction surveys conducted by Radiant this month. A random sample of Matrix customers will be contacted via e-mail for feedback on a range of topics including hardware, software, and service. This e-mail will come from Aloha POS. Thank you in advance for your participation if you are contacted! The feedback is very important to us because we are always interested in improving our services and solutions.

If you have any questions or concerns, please contact the [Customer Care Center at 877-456-8890](#).

"Aloha" to new staff in every territory

Anticipate hearing some new voices and seeing some new faces with Matrix Proven POS. We are happy to announce the expansion of our staff in the Huron, Columbus, Cleveland, Detroit, and Cincinnati offices. As business increases, we are expanding our capabilities to support our customers more effectively. Many of the new members of our team are still in training and working on their certifications. However, they are already using their diverse range of experiences and expertise in ways that will benefit our customers. It is exciting to see that level of enthusiasm and initiative when it comes to customer support. Several new initiatives are already underway and we look forward to introducing these to



Sandusky, OH



Royal Oak, MI



Put-in-Bay, OH



Columbus, OH



Adrian, MI

PCI Compliance

you in the months ahead!

Visit our [website](#) for more information on offices and territories, or call the **Customer Care Center at 877-456-8890.**

PCI Compliance Demystified - v. 4

This article is the third in a series to explain, step by step, the requirements of PCI DSS compliance. It is a detailed and complex process and evolution that Matrix Proven POS can help you achieve. Each month we'll explain one of the 12 steps to compliance listed below.

Requirement 1: Install and maintain a firewall configuration to protect cardholder data

Requirement 2: Do not use vendor-supplied defaults for system passwords and other security parameters

Requirement 3: Protect stored cardholder data

Requirement 4: Encrypt transmission of cardholder data across open, public networks

Sensitive information must be encrypted during transmission over networks that are easily accessed by malicious individuals. Misconfigured wireless networks and vulnerabilities in legacy encryption or authentication protocols continue to be targets of malicious individuals. These individuals exploit these vulnerabilities to gain privileged access to cardholder data environments.

Use strong cryptography and security protocols (for example, SSL/TLS, IPSEC, SSH, etc.) to safeguard sensitive cardholder data during transmission over open, public networks.

Examples of open, public networks that are in scope of the PCI DSS include but are not limited to:

- The Internet
- Wireless technologies
- Global System for Mobile communications (GSM)
- General Packet Radio Service (GPRS).

Requirement 5: Use and regularly update anti-virus software

Quick Update:

NEW!

Deadline for Migrating to New SSL/TLS Infrastructure for Fifth Third is Approaching

Fifth Third Processing Solutions is committed to providing their merchant partners a fast and reliable platform for supporting SSL (secure socket layer) and TLS (transport layer security) protocols. Several years ago, Fifth Third began building a new infrastructure to provide higher levels of availability and dependability to their SSL/TLS customers. Effective **July 1, 2011**, the new infrastructure will completely replace the legacy platform.

Aloha version 6.4 is the most up-to-date, secure and PCI compliant software currently available for your Radiant system. Though this is just one piece of the PCI data security puzzle, the version of Aloha POS software you're running is crucial to getting your system in full compliance.

Older versions of Aloha software will eventually expire or have already expired. The version must be updated to provide the PCI compliance you need to keep your customer data secure.

Note important expiration dates below:

- Requirement 6:* Develop and maintain secure systems and applications
- Requirement 7:* Restrict access to cardholder data by business need-to-know
- Requirement 8:* Assign a unique ID to each person with computer access
- Requirement 9:* Restrict physical access to cardholder data
- Requirement 10:* Track and monitor all access to network resources and cardholder data
- Requirement 11:* Regularly test security systems and processes
- Requirement 12:* Maintain a policy that addresses information security

If you would like more information, call the **Customer Care Center at 877-456-8890**.

Radiant Security Services - Threat Defender

Radiant Security Services is offering a new suite of products and services that goes beyond mere compliance with current data security standards by providing critical proactive management tools and a threat



response network for your stores and restaurants.

Radiant Security Services (RSS) is a suite of protection that

- integrates securely to POS
- provides a means of secure remote access
- offers two factor authentication
- makes rear report printing easy
- includes 3 years of automatic updates
- provides secure WiFi for management staff
- monitors web sites
- gives proactive threat management and prevention

This article is the second in a series of four to highlight the benefits of each of the four components of RSS.

- 1. Site Shield**
- 2. Secure Access**

- Aloha POS v 5.3 - EXPIRED 12/2009
- Aloha POS v6.1 - EXPIRED 6/1/2010
- Aloha POS v6.2 - EXPIRED 12/1/2010
- Microsoft discontinued support for Windows 2000 Server - July 2010
- Windows 98 - EXPIRED July 2006

Matrix Proven POS can help you take the necessary steps to meet compliance requirements, including Aloha software upgrades to the latest compliant versions. Visit the PCI page at matrixprovenpos.com or call the Customer Care Center at 877-456-8890.

3. Threat Defender

An ongoing monitor and network defense service

- Remote process monitor agent
- TCP connection monitor agent
- Secure authentication for new processes



4. Breach Assistance

It's not simply about the security of your business. It's about maintaining the relationships that you have developed with your customers. It's about protecting consumer trust.

Visit our [website](#) for more information on Radiant Security Services, please call the **Customer Care Center at 877-456-8890.**

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