



## ShieldQ for hotels: PCI compliance made simple

### **Hotels accept bookings from many sources:**

emails, faxes and documents. It can be overwhelming, especially when the front desk must be especially careful about being PCI-compliant, making sure guests' confidential payment card data and other personal details are safeguarded.

As the only PCI DSS Level 1 compliance inbound messaging and document storage solution for hotels, ShieldQ lets you accept bookings with payment card data from email, fax and documents that have been uploaded directly from the hotel's own website. All incoming bookings are processed within a secure, unified queue, removing all non-automated bookings from PCI scope. Available for both small individual properties as well as call centers for large hotel groups, ShieldQ provides you with the peace of mind that guest card information remains secure, at all times.

### **Unified queue**

With ShieldQ's unified inbound message queue, customers and staff can confidently transmit messages immediately into a secure, hardened environment.

### **ShieldQ delivers the capabilities you need, in one, easy queue:**

- ▶ **View documents in the queue** two-factor authentication access, for extra safety
- ▶ **Flexible sharing options:**
  - ▶ Share messages manually or automatically
  - ▶ Share with staff within an individual hotel or groups of staff within an unlimited number of hotels
  - ▶ Rename and tag a booking using guest name, and CRS or PMS reference number
  - ▶ Assign pre-defined fully customized attributes to a booking, such as arrival date, departure date and guest's requests, for easy retrieval
- ▶ **Store data** for as long as you want



### User administration

With ShieldQ, administration is easy:

- ▶ Create admin hierarchy
- ▶ Create and edit staff groups within hotels
- ▶ Lock user IP addresses
- ▶ Define custom document attributes (text, date, etc)
- ▶ Select storage rules based upon document attributes
- ▶ Define print and download rules (disabled for PCI-compliant service)
- ▶ Manage centralized billing

### ShieldQ email

Despite warnings, guests still send bookings containing payment card data by unsecured mail. ShieldQ's exclusive secured email services lets you choose from several network architectures to meet commercial and compliance requirements:

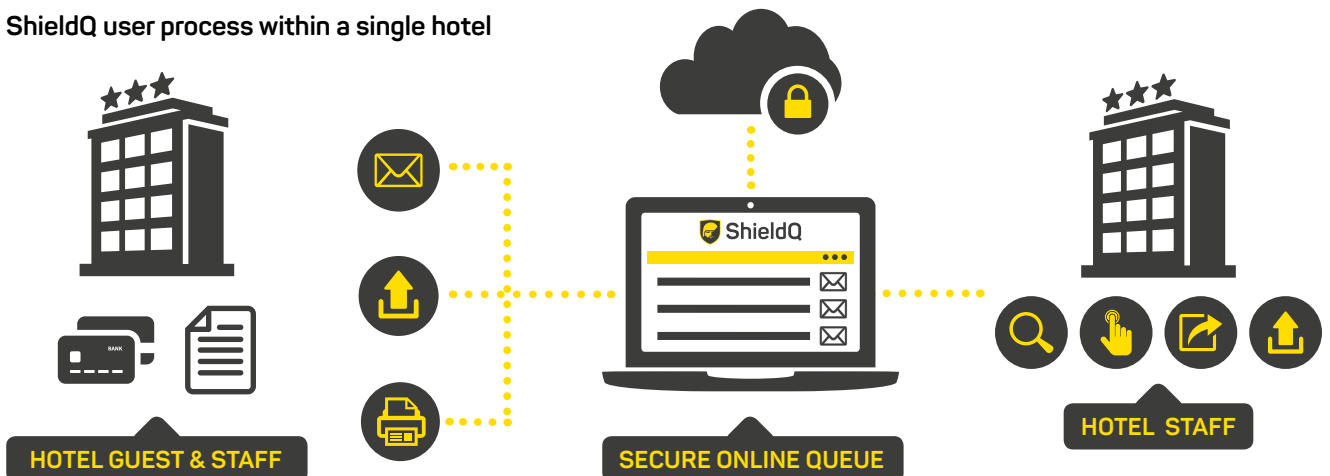
### 1. Using your existing domain with content filtering:

Apply legacy email filtering tools (e.g., Symantec, Microsoft, Barracuda) with existing email servers to automatically identify and route emails to the ShieldQ PCI DSS Level 1 unified queue. This solution can be used for most applications and is simple and inexpensive to deploy.

**2. Using a ShieldQ domain:** You can use a dedicated mailbox, allocated by ShieldQ, which treats all incoming messages as secure, delivered to a unified queue over the TLS channel.

**3. Using a new, branded domain:** You can create a new company domain for secure communication, serviced by ShieldQ, which treats all incoming messages, as secure, delivered to the unified queue over the TLS channel. This option incurs higher setup and account administration fees than options 1 and 2.

### ShieldQ user process within a single hotel



### ShieldQ fax

Faxes are inherently more secure than emails. However, when you receive faxes containing sensitive data, you need to start a cumbersome, inefficient and time-consuming process to protect them, in paper format. Faxes are also stored in distributed, insecure desktops across an organization.

With ShieldQ, you can accept and process faxes centrally, stored in a 100% PCI-compliant environment, and treated like any other message entering the secure management queue.

### ShieldQ uploaded documents and images

If you don't have an online payment solution, or if you need to ensure that hotel bookings are transmitted from external organizations and received securely, then ShieldQ is your solution. Using ShieldQ, you can create multiple URLs for your websites. Each URL, which you can customize, enables bookings to be uploaded, via a secure, online form, embedded into your website.

Using either a desktop or mobile device documents can be downloaded, completed, scanned or photographed, signed and uploaded in a simple process. All image and document uploads are delivered directly to the PCI-accredited secure document management queue.

### Flexible storage location

Leveraging Amazon Web Service (AWS) storage capabilities, you can store bookings in the nearest AWS location. Upon request, users can also choose to store bookings in one or many other AWS locations to meet regional compliance requirements in each country or region, such as the European Data Directive.

### Storage is available in the following locations:

USA, Brazil, Ireland, Germany, Singapore, Japan and Australia

### Storage period

By default all documents are stored for the first 12 months, free of charge, unless alternative user requirements are defined. Hotels can define the exact duration of storage for bookings, based upon a chosen parameter.

### Parameters include:

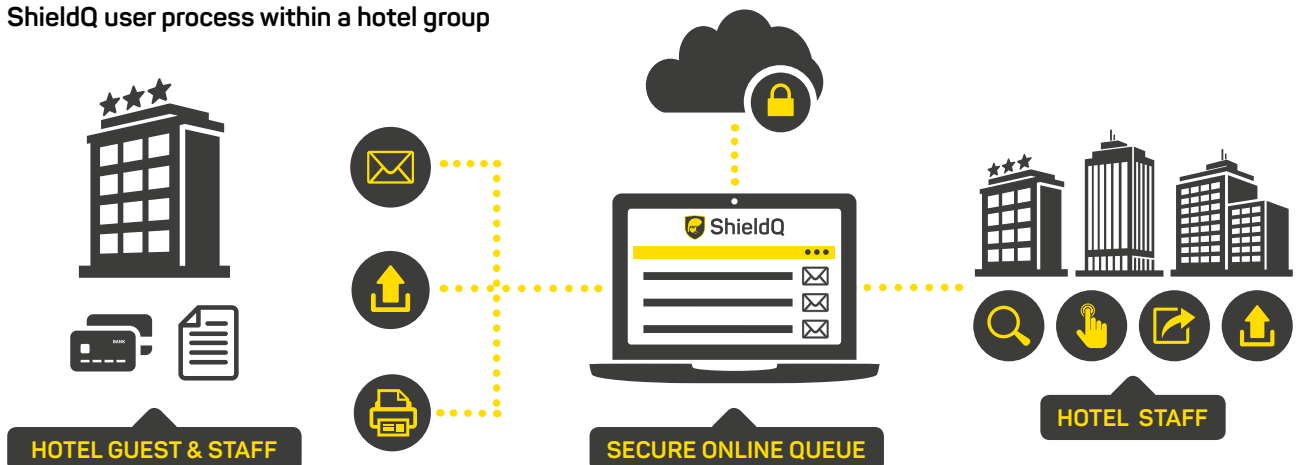
- ▶ Storage period from date of booking acceptance
- ▶ Storage period from any chosen booking parameter (e.g., hotel checkout data)

### Key benefits

- ▶ Can be deployed in minutes
- ▶ Minimal disruption to established business processes
- ▶ Legal responsibility for data security assumed by ShieldQ
- ▶ Keeps confidential information safe from misuse, breaches or other incidents
- ▶ Gain complete confidence: independently certified to meet the world's most stringent security standards

Infinitely scalable most stringent security standards

### ShieldQ user process within a hotel group





# ShieldQ

## Accreditation

The ShieldQ service holds the following accreditations:

**PCI DSS v3.1, Level 1**

**HIPAA**

**European Data Directive**

Customers using ShieldQ services contractually requires Interfax Communications Ltd to assume total responsibility for the security of data, subject to mutually agreed areas of shared responsibility.

## Who are we?

ShieldQ, part of the Interfax Group, is one of the world's leading suppliers of SaaS-type XML/ fax messaging solutions for the business and software developer communities. With global coverage, and sales and support operations in eight countries, we send over 200 million messages annually.

PCI DSS level 1 is acknowledged as being the highest published security standard for protecting commercial and private information. ShieldQ is the only company to offer this level of compliance in its document management and messaging solution, certified by a Qualified Security Assessor.

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