

# John Paul and Verizon

**A winning team delivering payment  
security and outstanding  
customer experiences.**



**verizon**  
business





## Introduction

John Paul is a leading global concierge provider, offering bespoke services and exclusive experiences to customers who expect the very highest standards. Through a worldwide network of over 500 experts, the business supports thousands of members in over 30 countries.

John Paul has been working with Visa for 15 years and is committed to offering exceptional customer service – which requires total data security, starting with payment data. This is a critical challenge for the company, as it handles the sensitive information of thousands of customers every day – in particular the data of Visa Platinum, Visa Platinum Business and Visa Infinite cardholders.

“The desire to offer premium and unique experiences lies at the heart of our concierge service business,” explains Joël Chabas, Chief Digital Officer at John Paul. “Our end customers’ experience needs to be as seamless as possible.”

## Working with the right partner

As well as needing to meet the requirements of protecting data for its partners, John Paul has also been committed to achieving PCI DSS compliance – the most stringent standard for protecting credit card data – since 2017 in the USA, and 2019 in France. The company chose Verizon, a proven leader in security consulting and auditing, to help it achieve this ambitious business goal.

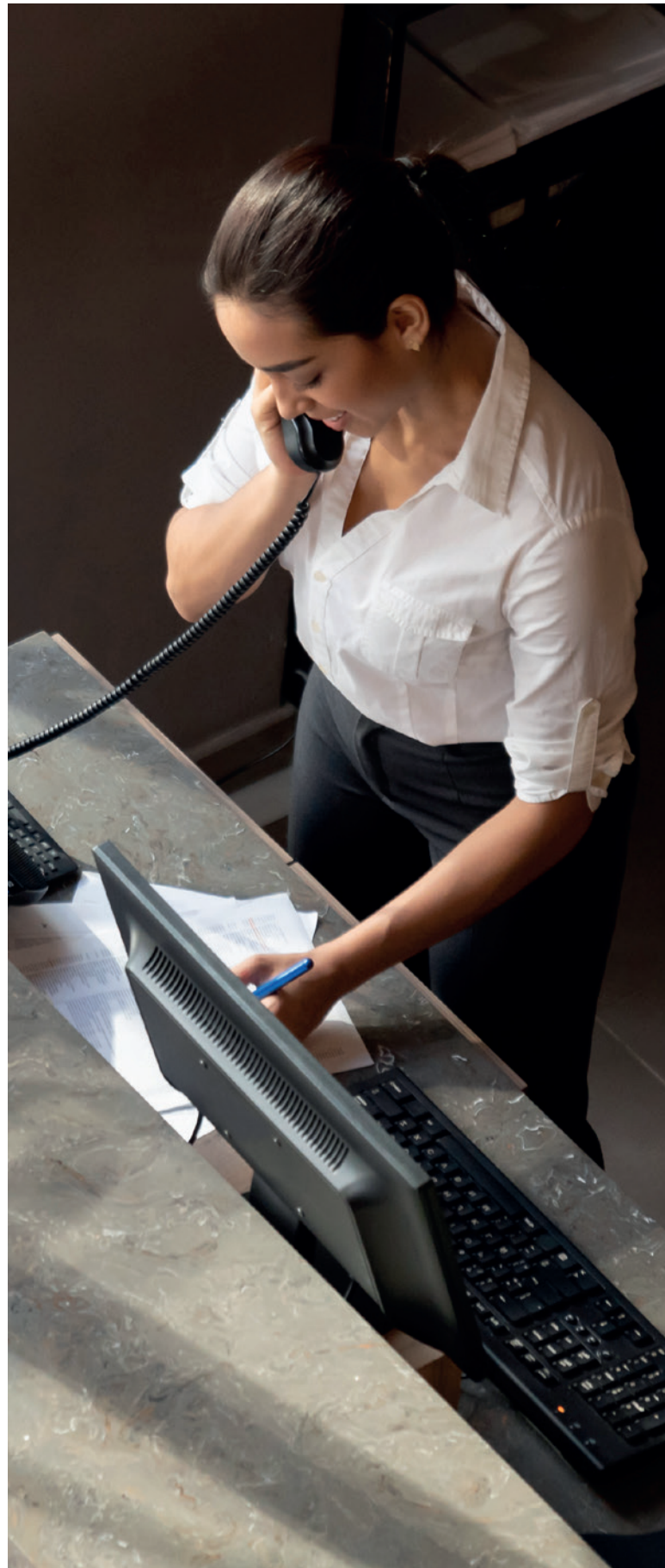
“We decided to work with Verizon because of the team’s security consulting expertise,” says Chabas. “They have helped us implement PCI DSS Level 1. We also chose Verizon for their qualified auditors who check our compliance on an annual basis. This dual skill set, combined with a relationship built on solid trust, means we can move forward confidently and consistently in terms of security.”

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Security is a top priority for us at Visa. That’s why we want to work with partners like John Paul who share our commitment to data protection.

**Isabelle Payen Delion**

Visa, Global Partner Management Director, EU & CEMEA







## An effective collaboration for swift certification

The partnership between John Paul and Verizon has turned out to be an extremely efficient one. John Paul achieved PCI DSS Level 1 certification in the record time of just nine months. This is testament to the involvement and practical approach provided by the Verizon team.

“Verizon’s enabling role has been key to our project’s success, from the abstract and theoretical reality of PCI DSS to its implementation in the field,” explains Kévine Zerbib, Head of Digital Systems Security at John Paul.

Verizon took a pragmatic approach, reconciling the security requirements of PCI DSS with John Paul’s operational needs. The aim was to guarantee the highest levels of data security while optimising the customer experience and ensuring internal processes were as smooth as possible for employees.

“The challenge was finding the right balance between security and a smooth customer experience,” explains Chabas. “Verizon helped us achieve our goal by seamlessly integrating

the PCI DSS requirements into our operations, while also optimising the experience of our customers and employees.”

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**Joël Chabas**

Chief Digital Officer at John Paul

## Developing the business and customer trust

PCI DSS compliance has had a major positive impact on how John Paul operates. It has helped the company to strengthen trust with its customers – particularly Visa.

“For Visa, PCI DSS Level 1 compliance was non-negotiable,” says Chabas. “Achieving PCI DSS compliance within the specified schedule was key to maintaining the mutual trust which underpins our collaboration.”

## A future-proof, evolving relationship

John Paul and Verizon have worked together for several years, and the relationship continues to go from strength the strength. “We’ve benefited from Verizon’s transparent and expert support for five years,” says Chabas. “It’s a relationship built on trust, which allows us to continually improve our security and to remain PCI DSS-compliant as the standard evolves.”

Verizon’s current work with John Paul is around maintaining and developing its compliance, with a particular focus on meeting the new requirements of PCI DSS V4. The longstanding collaboration allows John Paul to provide guaranteed enhanced security while focusing on its core mission of offering unique and unforgettable customer experiences.





## Benefits

### **1: Improved security and reduced risk**

PCI DSS compliance has helped John Paul to significantly strengthen system security and to reduce the risk of cyberattacks and fraud. Implementing robust security measures means the company can protect sensitive client data and maintain its brand reputation.

### **2: Strengthened client and partner trust**

PCI DSS Level 1 certification helps secure customer and partner trust. It shows that John Paul is committed to ensuring security and to protecting payment data.

### **3: Competitive advantage**

For John Paul, PCI DSS compliance is a major competitive advantage in an industry where trust and security are essential. It's a key differentiator which enhances the company's leadership in the luxury concierge service industry.



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