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Case Study: How an Independent Distributor Integrated Their Payments and Simplified PCI Compliance

The Company: Bartlett Bearing

Founded in Philadelphia in 1951, Bartlett Bearing Company is a leading distributor of bearings and repair parts. Processing customer orders at five of their six branches – with plans to open additional locations as they grow – the company needed a reliable and scalable solution that integrated with their IBM i.

Processing a high volume of MOTO (mail order and telephone order) transactions, Bartlett also needed a platform that supported their established methods of doing business.

"About 90 percent of our orders are made over the phone and through email", said Sarah Musser, Operations Manager. "The majority of our sales are shipped out, with minimal counter business."

Goal #1: Robust Integrations for Iptor and the IBM i

"We had been seeing degraded support for the IBM i series [on our prior payment processing platform]," said Musser. "Jim Smith, President of Americas Operations at Iptor brought Curbstone to the table and showed us the integration with our ERP; it was a natural fit."

Goal #2: Qualifying for a Shorter PCI Self-Assessment Questionnaire

Avoiding the 329-question PCI SAQ-D was another key goal for Bartlett. "The first time we looked at that long questionnaire, we knew we wanted to avoid it," explained Cody Jackson, Senior Helpdesk Specialist. "Our IT Department leads the audit process, and questions get passed back and forth from department to department," he said, explaining their need to streamline the process.

The Solution: Isolated Payment Terminals (IPT) for PCI-Compliant Payment Processing

To move sensitive payment data off of Bartlett's i Series, Curbstone provided

Isolated Payment Terminals (IPT) for each of the retail locations where payments are processed.

"We previously had issues with how data was being stored," noted Jackson. *"Curbstone's Remote Tokenization immediately cleared that up."*

With Curbstone's C3 technologies, Bartlett Bearing now processes payments in their ERP without sensitive data ever touching their system. Instead, card data flows directly from the Isolated Payment Terminals to the Curbstone Portal.

The Results: A Shorter PCI SAQ

This solution lets Bartlett provide a higher level of protection for their customers' financial information, while helping them achieve their goal of qualifying for a shorter, less resource-intensive PCI SAQ.

"Curbstone has made it very easy to get on the path to PCI compliance, even with our small IT team," explained Jackson.

Exceptional Support for the IBM i

"It's been a very smooth and easy transition," Jackson said of their implementation. "Curbstone spent hours with us going through our custom programs … and the documentation walks us through everything we need. I don't think we'd have had such an easy time if we had chosen any other vendor."

The Future of Payments at Bartlett Bearing

"We're in the process of implementing Curbstone Payment Landing Pages for e-commerce," said Musser. "We aren't currently processing credit card transactions through our e-commerce platform, but it's something we will need to implement in the future."

Integrated Payments for Your Business

Whether you're a large distributor or a small business, Curbstone can help you simplify IBM i payment processing.

Our SaaS technologies make it simple to accept credit card, debit card, and ACH payments within your existing order processing applications. With full support for MOTO transactions, retail transactions, and e-commerce, we offer a single solution everywhere you do business.

To learn more, contact sales@curbstone.com or call 888-844-8533.

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