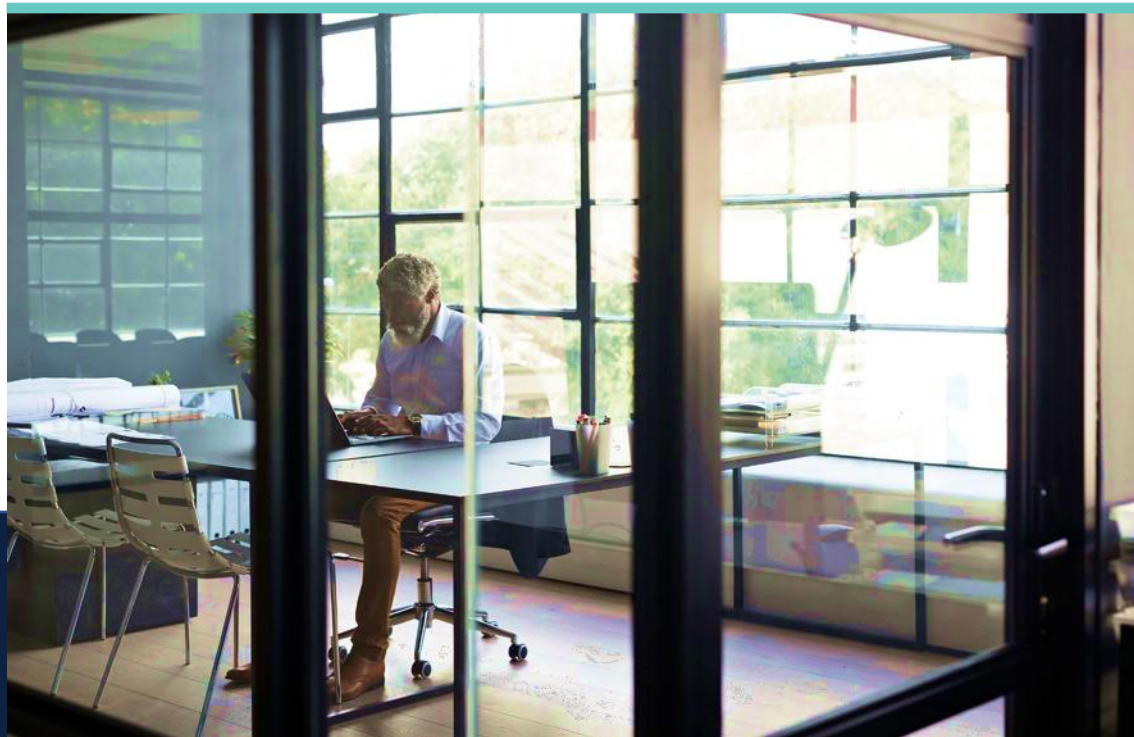


APPROACHES TO PCI-DSS COMPLIANCE

SUMMARY RESULTS



MARCH 2025

EXECUTIVE SUMMARY

- We surveyed finance and accounting executives across industries such as financial and investment services, insurance, and technology to assess best practices, key challenges, and opportunities for enhancing PCI-DSS compliance and IAM strategies.
- To uncover areas for improvement in PCI-DSS compliance and IAM strategies, we asked about the challenges they face. Leaders emphasized that security risks and IT complexity are the biggest IAM challenges, while compliance and workforce changes also cause friction.
- Cost effectiveness is a top priority, and breaches or vulnerabilities push companies to re-evaluate their current IAM solutions. Poor customer support and expensive or limited customization also impact decision-making, suggesting organizations want flexibility and reliable vendor support.

WHO DID WE SURVEY?



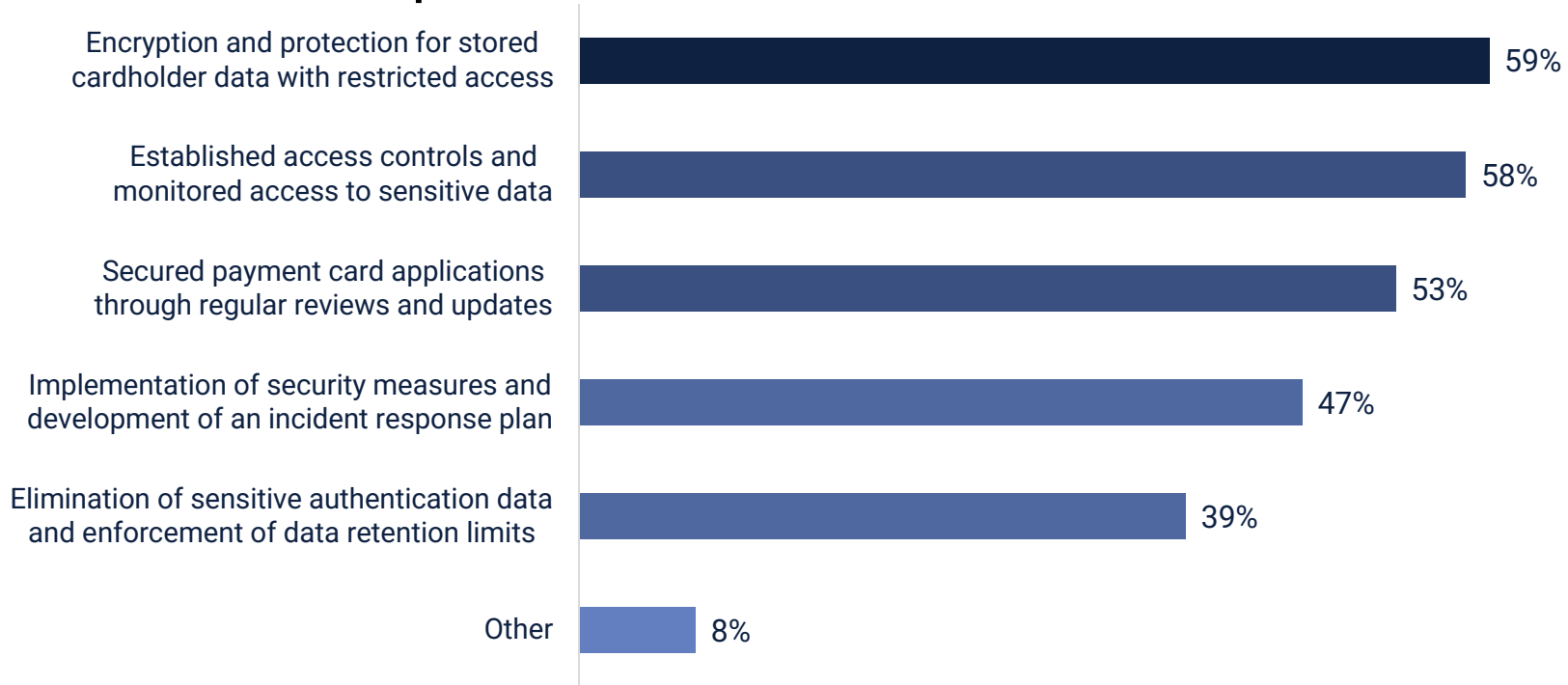
Between December 2024 and March 2025, Gatepoint Research invited selected executives to participate in a survey themed *Approaches to PCI-DSS Compliance*.

Candidates from several industries were invited via email and 66 finance and accounting executives have participated to date.

Management levels include 31% who hold the title CxO, 27% who are VPs and 42% who are directors.

100% of responders participated voluntarily; none were engaged using telemarketing.

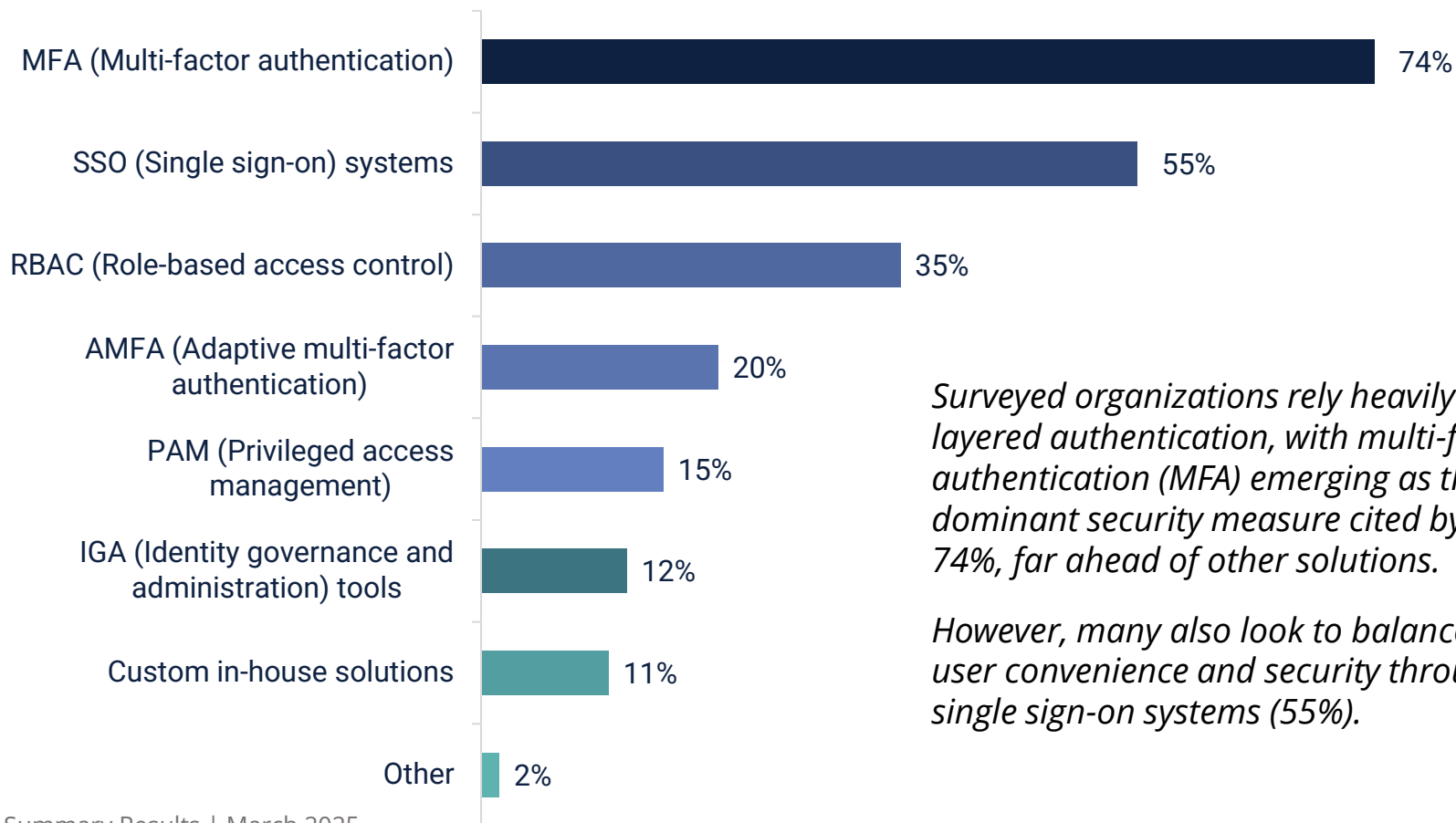
What measures does your company currently have in place to ensure Payment Card Industry Data Security Standard (PCI DSS) compliance?



The top measures to ensure PCI DSS compliance place a strong emphasis on data protection and access management; 59% say they use encryption and restricted access to stored cardholder data and 58% use access controls with monitoring of sensitive data. Securing payment applications through updates (53%) is also a priority, ensuring ongoing security.

Summary Results | March 2025

Which of the following solutions does your company use to manage identity and access management (IAM), related to payment processing data?



Surveyed organizations rely heavily on layered authentication, with multi-factor authentication (MFA) emerging as the dominant security measure cited by 74%, far ahead of other solutions.

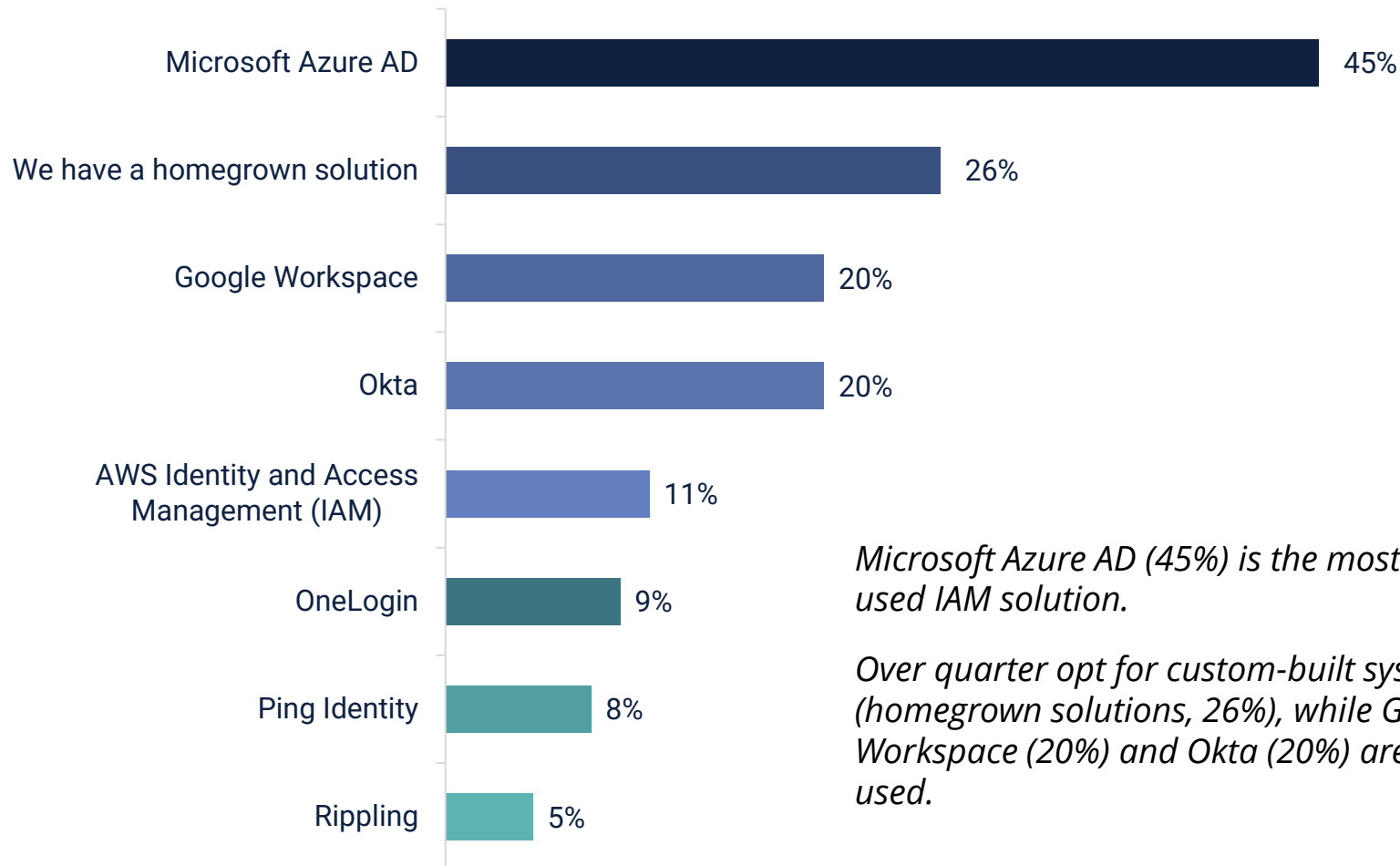
However, many also look to balance user convenience and security through single sign-on systems (55%).

Summary Results | March 2025

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Which identity and access management (IAM) solution(s) are you currently using for your workforce?



Microsoft Azure AD (45%) is the most commonly used IAM solution.

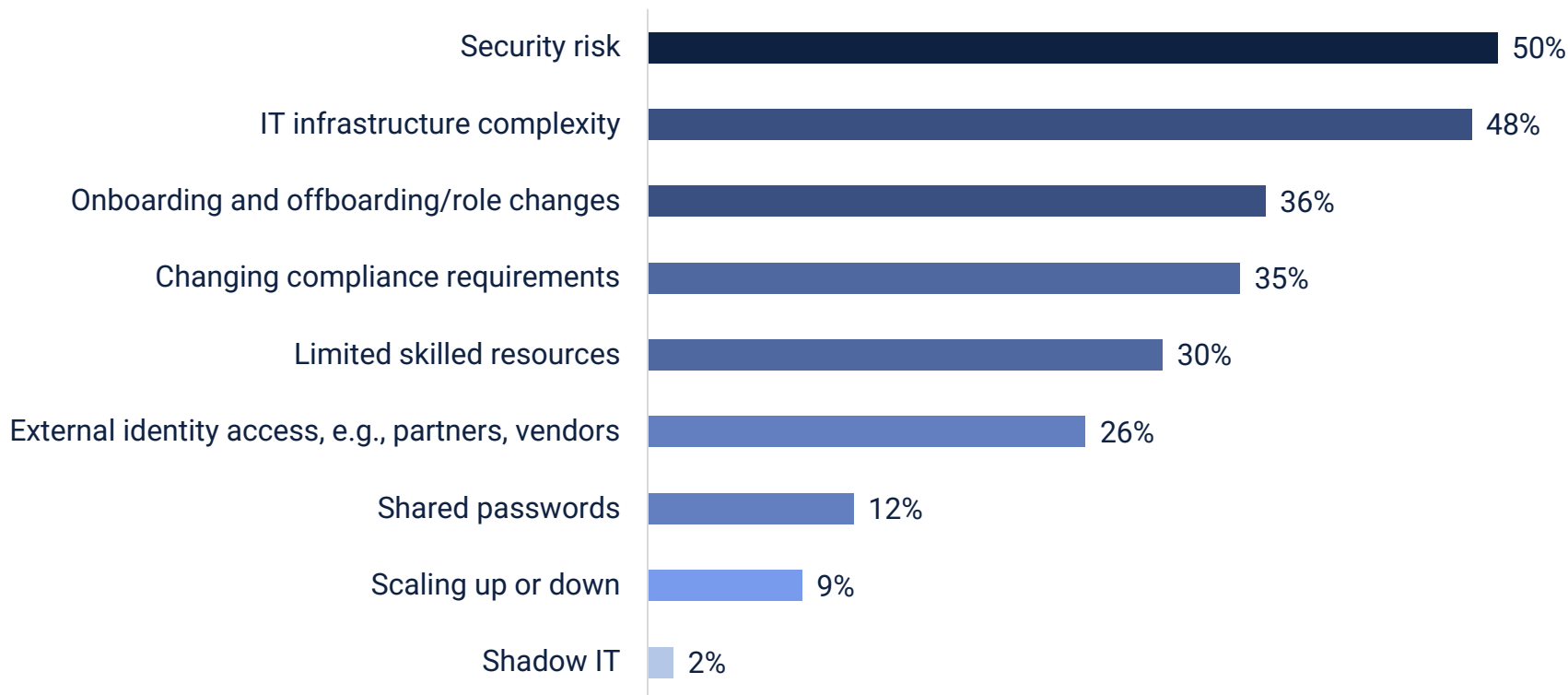
Over quarter opt for custom-built systems (homegrown solutions, 26%), while Google Workspace (20%) and Okta (20%) are equally used.

Summary Results | March 2025

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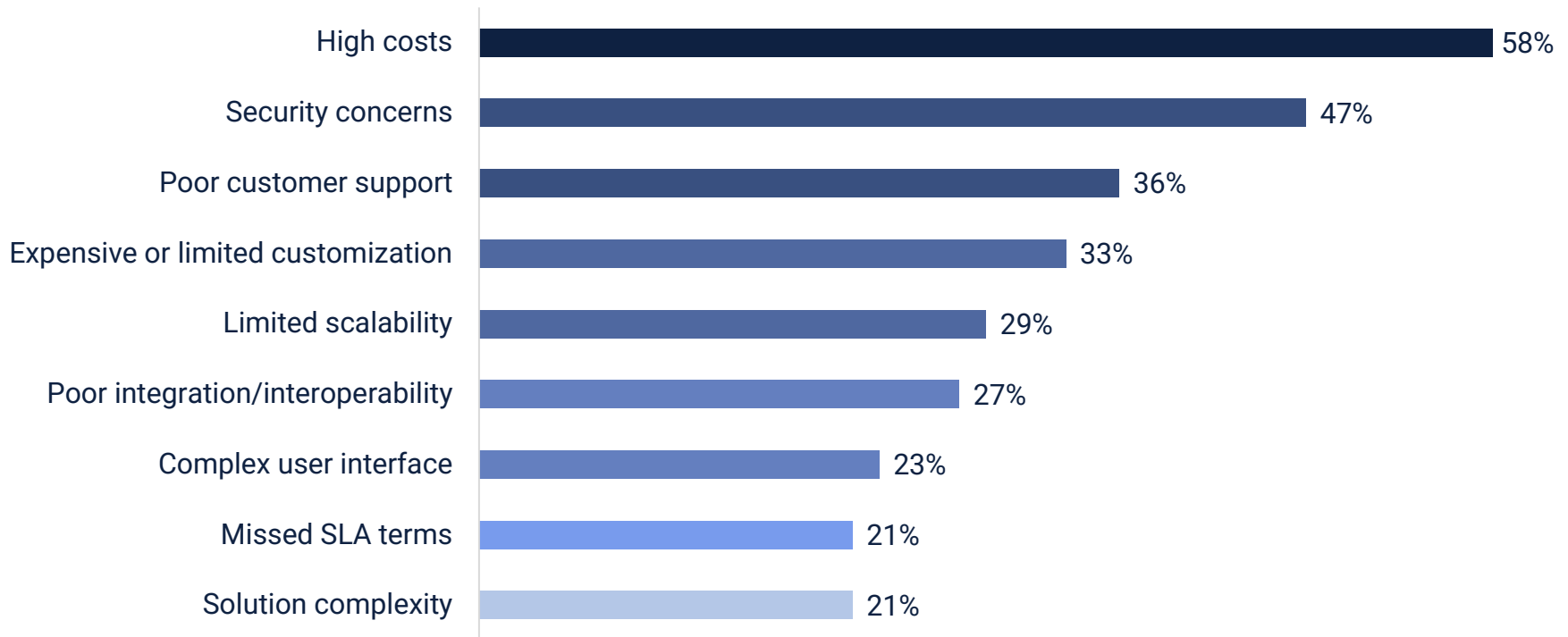
What are your greatest challenges in managing identity authorization and access?



Respondents highlight that IAM is both a security and operational challenge, with security risks (50%) and IT infrastructure complexity (48%) topping the list. Organizations also struggle to keep IAM policies aligned with evolving business needs, as onboarding, offboarding, and role changes (36%), along with changing compliance requirements (35%), remain major pain points.

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What issues would trigger a decision to evaluate your current identity and access management solution before contract renewal?



High costs are the number one reason companies would reconsider their current IAM solution, followed by security concerns.

Summary Results | March 2025

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About the Company

Okta is an identity and access management company that provides cloud software to help companies manage and secure user authentication into modern applications and helps developers build identity controls into applications, website web services and into devices.

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