



June 2010

**AAA Northway**

→ Michael Downen, Divisional  
Manager of IT

→ Gail Earl, IS Support Technician

**Campana Systems Inc.**

→ Grant MacDonald, AXIS Project  
Manager

→ Jeff Maltez, AXIS Project Manager

## Success Story: AAA Northway Leapfrogs PCA Implementations and Goes Live

*“A critical step in Campana’s certification with K3 DES, Campana’s Qualified Security Assessor, was to have AAA and CAA clubs give the AXIS PCA software a good test. Campana cannot test the MIRs and the First Data interface features to the same extent that a club can. While Canadian clubs Alberta Motor Association and CAA South Central Ontario were well on their way, Campana was waiting for an AAA club to step forward. AAA Northway’s ambitious implementation schedule provided an opportunity to push the software in the AAA environment.”*

– Grant MacDonald | AXIS Project Manager, Campana Systems Inc.



*“Having Grant and Gerbrine visit ahead of time worked out well for us. The visit really helped us get the project better organized and alleviate the concerns we had leading up to the go LIVE date. The ongoing support and incredibly quick response we got from all staff at Campana was fantastic.”*

— Michael Downen | Divisional  
Manager of IT, AAA Northway

As mentioned in the May 2010 PA-DSS communiqué, AAA Northway made the bold decision to migrate to full PCA at the same time as their AXIS 2010.1 roll to live in early June. While the task seemed daunting at first, especially for a smaller club with fewer resources, AAA Northway’s Michael Downen, Divisional Manager of IT, realized that this approach would allow them to get the PA-DSS-certified software quickly in place and would save them from managing two large IT projects (PCA and the AXIS 2010.1 release) at different times, with separate test cycles.

To achieve this goal on time, AAA Northway would need assistance from Campana. Realizing that this experience would provide Campana with valuable test results and an early peek at the impact of PCA in a club environment, Campana provided some resources to help move the project along quickly. Any lessons learned from this experience could be applied to other club implementations, saving time and potential frustrations for many.

Grant MacDonald, the AXIS Project Manager leading all PCA implementations in the AXIS community, shares his thoughts about AAA Northway’s decision to go live with PCA and AXIS 2010 simultaneously:

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With the PCA server already installed by Campana's Technical Services team, Gerbrine Genis-Walker from AXIS Support and Grant MacDonald made the visit to AAA Northway's offices in Schenectady, New York on May 11-13, 2010. While in New York, Gerbrine and Grant worked with AAA Northway's IS Support Technician, Gail Earl, to set up and test the new PCA application in the club's environment. Looking back at this point in the timeline, Michael reflects:

"Having Grant and Gerbrine visit ahead of time worked out well for us. The visit really helped us get the project better organized and alleviate the concerns we had leading up to the go LIVE date. The ongoing support and incredibly quick response we got from all staff at Campana was fantastic."

Grant MacDonald agrees with Michael about the benefits of Campana staff being on-site early on, but adds:

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*"Having the opportunity to be on-site also allows Campana, first hand, to test the PCA Implementation Guide as a comprehensive step-by-step resource for all the PCA and AXIS setup."*

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Tackling First Data certification first, Campana and AAA Northway worked together to solve some minor formatting issues and then re-assessed the planned go-live date of June 1<sup>st</sup>. Accounting for the delay with First Data, they established a more realistic go-live date of June 15<sup>th</sup>, with all credit card transactions using PCA on June 16<sup>th</sup>. Due to everyone's perseverance, after passing the required Performed Retail, Quasi Case, E-Commerce and Direct Marketing transactions, the club received certification (just in time) from First Data on June 11<sup>th</sup>.

Grant MacDonald cautions:

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*"Experiencing these interruptions with First Data is exactly the reason we are urging clubs to get started with First Data and Moneris testing early. Delays from that process have the potential to seriously sideline a PCA implementation."*

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*"It didn't matter  
when I called or  
what I needed.  
There was always  
someone willing  
and able to help me  
with my problems or  
questions."*

— Michael Downen | Divisional  
Manager of IT, AAA Northway



*“I was so grateful Gerbrine was there to get us through this. I truly appreciated all of her help, guidance, support and humor.”*

— Gail Earl | IS Support  
Technician, AAA Northway

Covering yet another area impacted by PA-DSS, Jeff Maltez, a Project Manager from Campana who specializes in APIs and web technology, worked remotely with Michael Downen to test and update the club’s User Group web pages in their test environment. During this process, a few minor stumbling blocks were detected and quickly resolved. With this new insight, Jeff was able to do some preventative troubleshooting for other clubs requiring web updates. He looks forward to some uneventful web-related PCA updates at other clubs. Jeff comments on his experience:

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*“Getting the web pages talking with PCA was very smooth once we got JRUN using an updated version of Java. Michael Downen’s cooperation was much appreciated and facilitated a swift installation.”*

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Having satisfied all of the certification requirements and finished all of the setup and testing of AXIS software, AAA Northway prepared to “go live” on schedule and as planned. As part of the preparation, Paul Haygarth, from Campana’s Technical Services team, “scrubbed” the PCA test data on June 14<sup>th</sup>. To help ensure a smooth transition, Gerbrine Genis-Walker attended AAA Northway’s “go live” in person, assisting with a PCA server reset, configuring the PCA server for the live environment, running 2010.1 and PCA conversions and helping with the mandatory setup steps in the new version of AXIS.

On the night of June 15<sup>th</sup>, the team backed up AXIS and worked into the daylight hours running AXIS and PCA conversions. On the morning of June 16<sup>th</sup>, the club was officially live with PCA and AXIS 2010, with credit card transactions passing through the new security software and hardware effortlessly.

Looking back, Gail Earl appreciated Gerbrine’s assistance on-site: “I was so grateful Gerbrine was there to get us through this. I truly appreciated all of her help, guidance, support and humor.” Michael concurs with Gail about Campana’s guidance: “It didn’t matter when I called or what I needed. There was always someone willing and able to help me with my problems or questions.”

With a few days under their belt, Michael explains that PCA is running very well and to date still has not had any problems with regard to the PCA Server. Their focus right now is tweaking the AXIS 2010.1 release.