SONICWALL™

Large restaurant chain protects over 350 stores, keeps threats at bay

Boston Pizza International serves remote access and BYOD with SonicWall

"We're able to defend our network against threats significantly better, and take proactive action as a result of GMS."

Steve Johnstone
CIO
Boston Pizza International

Customer profile

Boston Pizza®

Company	Boston Pizza International
Industry	Retail
Country	Canada
Employees	Over 30,000 franchise store employees; 200 employees at corporate HQ
Website	www.bostonpizza.com

Business need

Boston Pizza Internationals' growth has increased the need for remote access to network resources beyond its corporate employees. At the same time, the company requires a high level of network security for its large, distributed network and must adhere to PCI DSS compliance guidelines. To achieve and maintain these standards, the company needed visibility into their network traffic.

Solution

To meet its requirements, Boston Pizza International deployed a SonicWall™ Clean VPN™ solution that provides robust remote and mobile access without compromising security or compliance. Now, the company can securely support access from remote and offshore consultants and BYOD device users. The company also gained granular insight into its network traffic, giving it more control and protection over application-based threats.

Benefits

- Enables BYOD options over multiple device platforms
- Gains tighter control over device endpoints
- Eases PCI DSS compliance through better visibility and reporting

Solutions at a glance

- Network Security

Boston Pizza International Inc. is Canada's largest casual dining brand, serving more than 40 million guests at over 350 restaurants in Canada. Headquartered in Richmond, British Columbia, the company has regional offices in Mississauga, Ontario, and Laval, Quebec. Boston Pizza's growth has increased the need for access to network resources beyond its 200 corporate employees.

> "SonicWall has made us more agile, while improving our security posture."
>
> *Steve Johnstone*
> *CIO*
> *Boston Pizza International*

"The number of people who need remote access is growing," says Grant Morrison, manager of the Solutions Center at Boston Pizza International.

"We need to safely extend access for our corporate and store networks for many non-employees," says Steve Johnstone, CIO at Boston Pizza International. "For example, we outsource much of our software development work, and developers need access to our network as if they were employees. But before they allow that, we have to make sure this doesn't expose our network to Internet-based security threats."

"The restaurant industry is a major target for cybercrime," says Johnstone. "As the biggest casual dining chain in Canada, we need to be a leader in the industry as we are such a significant target. We invest in technology and are constantly working to understand the threats that are out there so that we protect our business and guest data."

To maintain these high standards, the company requires visibility into its network traffic.

"We need visibility to protect our restaurants who make the money in our business. If a store loses connectivity because of either a denial-of-service attack or because a virus gets into the store's network and takes down the terminals, the business and guest service ramifications are very serious," says Johnestone. "With every store's infrastructure being very similar, if a cyber criminal finds a weakness in one store, they'll exploit it in others. So, it's absolutely critical that we manage a very consistent and very secure model and apply it to every store."

Since the restaurants process credit card information, it has to consistently abide by PCI DSS compliance guidelines.

"Over the last few years PCI has evolved, and we have to keep up with the changes," says Marcus de Costa, client services implementation manager at Boston Pizza International. "We've gone through a lot of effort to ensure our stores become and stay compliant. In addition, we need to make sure that our remote users adhere to these security standards."

Responding to trends in workplace mobility, the company is also supporting BYOD access to corporate resources.

"We are taking more of a pick-your-own-device approach," says Johnstone. "Corporate employees will have a menu of devices they can choose from."

Products & Services
Software
SonicWall Aventail SRA EX7000
SonicWall NSA 3500 Series
SonicWall TZ Series
SonicWall GMS

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Securing access for 2,000 users over a Clean VPN

To meet its requirements, Boston Pizza International sought a solution that provided robust remote and mobile access without compromising security or compliance.

"We wanted to scan all of the SSL traffic through the firewall, so we decided on a Clean VPN deployment," says Morrison.

Boston Pizza International deployed a SonicWall Clean VPN that combines an Aventail™ E-Class Secure Remote Access (SRA) EX7000 appliance with Network Security Appliance (NSA) 3500 Next-Generation Firewalls and TZ Series Unified Threat Management Firewalls. The company engaged the assistance of The Herjavec Group to manage the solution via the SonicWall Global Management System (GMS).

"The EX7000 secures our remote access over SSL VPN," says Morrison. "For site-to-site access, we have VPNs between paired highly available NSA 3500 firewalls and TZ Series firewalls at the store locations."

In deploying its Clean VPN, Boston Pizza International gained the critical dual protection of SSL VPN and high-performance next-generation firewall necessary to secure both its VPN access and the traffic it carries. The multi-layered protection of Clean VPN enables Boston Pizza International to decrypt and scan all authorized SSL VPN traffic for malware before it enters the company's network. Now the company can securely support access from remote and offshore consultants and BYOD device users.

"Achieving comprehensive security was the key driver behind our decision to choose SonicWall," says Morrison.

"That is why we went with the EX7000. One thing we always liked about SonicWall is that it blocks everything until you allow it and we open only the ports or applications we desire or need."

The SRA EX7000 offers Boston Pizza full-featured, easy-to-manage, clientless or thin-client connectivity, creating an "in-office" experience for up to 5,000 concurrent users from a single appliance.

"We currently have about 2,000 clients supported by the EX7000, including our remote workers," says Johnstone.

Leveraging the flexibility of BYOD

The company will provide employees more connectivity options to support BYOD. The SRA EX7000 enhances productivity by allowing secure access to network resources based on company policy from a range of mobile devices and operating systems including Windows®, Blackberry, Apple® Mac OS®and iOS.

"Whether they want to use a laptop, smartphone or tablet, employees, contractors and consultants can choose from a menu of products," says Morrison.

This will be made possible through additional control over remote and mobile endpoint environments.

"From the Solution Center perspective, we would not be able to do our job without the Aventail appliance, because it gives us segmented access to support our stores," says Morrison. "With consultants, we use Aventail to interrogate endpoints before we give them network access, to make sure they have current antivirus installed and have no malware on the machines. From an efficiency perspective, we can now rely on our corporate LAN as opposed to the store's independent LAN. It is significantly more efficient for us than it was in the past."

The company also gained granular insight into its network traffic.

"We're able to defend our network against threats significantly better, and take proactive action as a result of GMS," says Johnstone. "We have far more visibility on the network and reporting that wasn't possible previously."

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>
> *Grant Morrison*
> *Manager of the Solutions Center*
> *Boston Pizza International*

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As a result, the solution helps ease PCI DSS compliance.

"We've used SonicWall for the last 10 years," says Morrison. "We know its products meet the standards for PCI, so we wanted to maintain that. PCI is a driving force, but security is best practices. We wanted to ensure we meet or exceed the best practices for network security for the benefit of our business and for our guests."

Increasing efficiency and value

The solution created greater administrative efficiencies for the company.

"SonicWall has made us more agile, while improving our security posture," says Johnstone.

"Because we centrally manage everything through GMS, it allows us to take immediate action if something is required that would affect all endpoints," says Morrison.

Boston Pizza International sees long-term value in using SonicWall solutions.

"Being in a restaurant industry environment, you need something that's durable," says Morrison. "SonicWall has been a very good solution for us, which explains the large number of products we have deployed. For the small number of issues we experienced, we could rely on our great relationship with SonicWall to resolve these."

"We were using SonicWall long before it became part of Dell," says Johnstone. "It represents good value for the services it provides. But there are definitely new potential efficiencies and synergies in SonicWall's relationship with Dell and the other companies Dell has added to its network and data security offerings."

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