CASE STUDY

The Value of Powerful, Predictive and Cohesive Cybersecurity Solutions for a Quick Service Restaurant Chain.

A U.S.-based Quick Service Restaurant (QSR) company's disparate security solutions made it impossible to react quickly and decisively against a cyberthreat.

That is until they hired VikingCloud for a one-stop solution that puts cybercriminals on the defensive and keeps the registers ringing.

VIKINGCLOUD™

BRINGING SECURITY
AND COMPLIANCE
TOGETHER

VikingCloud

VikingCloud provides end-to-end, customer-focused solutions to monitor, assess, mitigate—and even predict—cybersecurity and compliance risks for millions of companies around the globe.

We are the partner of choice for tens of thousands of global QSR organizations and multi-location business owners with a full suite of managed security and compliance technology solutions that keep "the register ringing" with our team of experts who manage evolving cyber risks 24x7x365.

The Customer

Industry
Quick Service Restaurant

Location
U.S. headquarters; global locations

Data per day
Generates 450+ million pieces of monitored data events per day

Introduction

Several years ago, a household name Quick Service Restaurant (QSR) with more than 7,000 locations came to a disturbing realization: Its patchwork of cybersecurity and software systems left the entire organization vulnerable to attack. Because they worked with so many cybersecurity vendors, the QSR had no easy way of knowing if an attack at one location had spilled over into another, not to mention they had no unified plan to manage and monitor system-wide cybersecurity threats.

Recognizing the need for a single, comprehensive cybersecurity solution, the QSR engaged VikingCloud's Managed Security Services (MSS) to shore up its cybersecurity gaps and provide a full spectrum of proactive security and compliance solutions.

VikingCloud's team of elite cybersecurity experts then:

- **Audited the QSR's existing cybersecurity systems.**

- **Identified and explained the QSR's cybersecurity and compliance weak spots.**

- **Developed a customized cybersecurity solution based on the organization's specific environment.**

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> Before working with VikingCloud, our QSR client's corporate office had no visibility into security, network, or compliance status at any of its franchises. Now they have a real-time view across their entire store network. VikingCloud is now their exclusive managed security solutions provider for North America.

Kevin Pierce,
Chief Product Officer,
VikingCloud

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CASE STUDY

The Challenge

This QSR organization didn't have a unified cybersecurity system to manage its risk across its thousands of franchises. Dealing with disparate cybersecurity systems and vendors, if a cybercriminal attacked one location, the QSR had no way of knowing when or if the attack would spread to other locations, and if so, how far. This lack of visibility put the organization at risk in multiple ways:

- Without standard, consistent security, and no visibility into all its network-linked assets, the company was more susceptible to breaches, hacks, information thefts, and falling out of compliance with Payment Card Industry (PCI) requirements. The lack of consistency and visibility also resulted in greater operational complexity and higher costs.

- What might begin as a security problem for one store could quickly escalate into a company-wide problem without warning and with no way to mount a fast counter-response.

- Even a breach at a single franchisee could tarnish the entire chain's brand and reputation.

- With many vendors in the mix, successfully handling a breach at one store didn't translate into learning organization-wide best practices to apply to the next threat.

The Risks of Inadequate Security

QSRs have been early adopters of tech-driven innovation to scale and improve operational efficiencies. In a post-COVID-19 world, their digital transformation has only accelerated given soaring online delivery demand, automated drive-thrus, and contact-less dining.

More Technology = Greater Security Vulnerability

More digital devices that rely on secure connections create more potential points of security risk. Consider that:

87% of customers at fast casual restaurants report recently ordering food online for pickup.

83% of customers say they plan to use mobile order-ahead when dining at QSRs.

75% of QSR orders are placed at the drive-thru.

The Solution

This QSR knew its cybersecurity measures weren't enough to protect its revenue, reputation, or sensitive customer data. That's why company leaders engaged VikingCloud's Managed Security Services (MSS) to:

- Provide consistent and integrated security and compliance solutions via VikingCloud's powerful and predictive Asgard Platform™, a purpose-built, learning-based AI platform that monitors clients' system-wide cybersecurity threat profile around the clock. With the Asgard Platform, clients receive company-specific insights and benchmarks to make faster and smarter compliance and cybersecurity business decisions.

- Proactively identify and remediate the vulnerabilities of each store and prevent issues from spreading from one store to another.

- Offer a firewall solution, managed by a team of certified firewall and security engineers, to manage the flow of all information and ensure the internet remains available at all times.

- Push out firmware upgrades via its cloud-based platform to every site at the same time, ensuring consistent and systemic security solutions.

- Help meet current and future PCI compliance requirements — like the looming deadlines for PCI DSS v4.0, the most significant update to the standard since 2013.

The Results

Managed Security in Action

Recently, this QSR company experienced the value of MSS when VikingCloud's continuous monitoring identified a potential vulnerability in one store's point-of-sales system. VikingCloud jumped into action to:

- Alert the company, quarantine the device, and swiftly assess which system patches were required to mitigate any security risk.

- Assess and provide a review of all organization-wide monitored devices to assure the QSR that no other stores showed similar potential vulnerability.

The QSR client was reassured by VikingCloud's responsiveness and proactive alert, and at a time of rapidly shifting consumer behavior and surging cybersecurity risks, the client is confident that VikingCloud is *a critical business partner in the protection, security, and success of their restaurant network's digital transformation*.

That's why the company recently doubled the size of its partnership with VikingCloud, adding thousands of new locations. The QSR also enhanced its PCI bundle with VikingCloud, adding options such as Proactive Broadband Monitoring and Cellular Failover.

With VikingCloud, they now have system-wide cybersecurity and the confidence that comes from the support of a highly trained team of more than 1,000 cybersecurity and compliance professionals.

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Why VikingCloud?

VikingCloud provides global end-to-end cybersecurity and compliance solutions. We deliver cutting-edge ways to secure networks, maintain compliance, and complete assurance testing and assessments to many of the world's leading brands.

For more information

Please visit
vikingcloud.com

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Please email us at **sales@vikingcloud.com** or visit **vikingcloud.com/contact-us**