



Profile

Chain of more than 580 convenience stores

Industry

Retail

Network

Over 5,500 nodes under management including:

- 583 Windows-based credit card processing gateways
- 1,100 Windows PCs
- 1,490 Windows servers
- 2,400 Windows-based point-of-sale registers

Solutions

- LANDesk® Management Suite
- LANDesk® Security Suite
- LANDesk® Process Manager

Key Benefits

- Provides many solutions required to be PCI compliant
- Replaces 15 point solutions
- Reduces patching time from 180 hours a month to five hours
- Delivers a secure file integrity monitoring solution
- Reduces PCI-compliance budget by a significant percentage

Wawa, Inc.

Reduce Time and Costs by Automating PCI Compliance

Overview

Wawa, Inc., founded in 1803 and headquartered in Wawa, Pennsylvania, operates more than 580 convenience stores in five states: Delaware, Maryland, New Jersey, Pennsylvania and Virginia. Over 100 years ago, the company's original dairy farm was built on land in a rural section of Pennsylvania called Wawa, which is a local Native American word for the Canada Goose. Each year the chain—which employs 17,000 people—is ranked #50 on the Forbes List of the Top Privately Held Companies.

Challenge: Comply with PCI Data Security Standards

Wawa has been accepting credit cards at its hundreds of locations for decades. During that time, the company established a set of stringent standards to ensure that its customers' personal financial information was secure, from the moment they swiped their cards to the moment the bank paid the funds. But in 2006, the Payment Card Industry (PCI) developed its own data security standards (DSS) and required every merchant accepting debit and credit cards to comply. "Almost overnight, everything changed," said Russell Dodd, Systems Management Manager for Wawa. "We suddenly had to follow new rules—which we were certainly willing to do—but as every merchant knows, compliance can be costly and the consequences of not complying could be considerable."

Fines Can Reach Hundreds of Thousands of Dollars

For example, if a PCI auditor determines that a company is out of compliance, the merchant could be fined tens of thousands of dollars a month until the problem is corrected. If the issue is not resolved in a timely manner, the merchant could continue to be fined the monthly sum plus an additional fine based on a percentage of each credit card transaction. Non-compliance with PCI standards could cost a company with high-volume transactions hundreds of thousands if not millions of dollars a year in penalties.

PCI DSS consist of 200 requirements, from patching applications within 30 days and putting a process in place to identify system vulnerabilities to encrypting cardholder data and restricting employee access to that data. "Because we have so many locations spread so far apart geographically," explained Dodd, "three of our biggest compliance issues were finding a secure remote control tool, patching, and file integrity monitoring. We started looking for a solution and found it right under our noses."

Solution: Extend Existing Technology to Address a Critical Business Problem

Six years ago, Wawa installed LANDesk® solutions to help the company manage its desktops at corporate headquarters. What the IT staff didn't know at the time was how LANDesk could dramatically reduce the cost and complexity of complying with PCI DSS. "We initially saw LANDesk as a way to help us take back control of our environment," said Dodd.

The PCI standards became a priority just as Wawa's IT staff was finishing its implementation of LANDesk at corporate. "When we began to focus on putting technologies in place to comply with DSS," stated Dodd, "we discovered—to our very great surprise—that LANDesk had all the solutions we needed. We leveraged LANDesk functionality in many ways that were not a part of the solution's original purchase purpose. We simply extended several of LANDesk's packaged solutions out to all of our stores."

Patch Time Reduced from 180 Hours to Five Hours

The 200 DSS requirements are grouped into 12 categories and LANDesk helps Wawa fulfill portions of each one of them. “One of the more stringent PCI requirements dictates that every device on our secure network must be patched every 30 days,” said Dodd. “We currently have more than 5,500 devices and calculated it would take 180 technician hours a month to manually comply with that one rule alone. LANDesk completes the tasks automatically, reducing the hours to less than five a month. That’s a tremendous savings. When the PCI auditor asked what we were using for antivirus we said LANDesk, and he simply checked to see if LANDesk was configured on each device and then checked off that requirement. It couldn’t have been easier.”

Audit Team Only Needs to See the Report

The same scenario repeated itself when auditors inquired about employee access to cardholder data systems. “LANDesk’s encrypted remote control not only meets PCI standards,” explained Dodd, “but its auto-generated reports prove who logged on to which devices and when. When the audit team came in they said, ‘I see you’re running LANDesk; show us the access report.’ We printed it off in minutes and they checked off that requirement. None of the point solutions we had been using before LANDesk had the reporting capabilities or centralized control. We would have had to create the report manually using a spreadsheet. The difference is night and day.”

LANDesk Eliminates Need for FIM Product

File integrity monitoring (FIM) is another major PCI standard. “Any file associated with credit card processing must be monitored to ensure it has not been copied, deleted or changed in any way,” said Dodd. “We were prepared to purchase a proprietary FIM product when we discovered that LANDesk provided the same coverage with its Host Intrusion Prevention (HIPS) tool. HIPS continuously searches for suspicious behavior and if it detects any, it automatically locks the files in question and then alerts you that something is wrong. Our auditors actually told us that HIPS is more secure than FIM products because most FIM products only alert you to the intrusion and do not stop it.”

Results: LANDesk Cuts Wawa PCI Compliance Costs

Wawa looked beyond the basic solutions and efficiencies that LANDesk could provide the company’s IT Department and discovered how to use the product to address a compelling and costly business problem. “In the beginning, I was looking forward to LANDesk simply giving us control of our corporate environment,” stated Dodd. “Now we’re using it to centrally manage all of our Windows-based devices, from laptops at corporate to point-of-sale registers at each store.

“But the really big story here is compliance. I can’t begin to tell you how amazed everyone was, from the CIO down, when we found out that LANDesk helped in each of the 12 requirement areas of the PCI DSS. LANDesk will continue to save us money each year by automating the jobs we used to do manually. Like all companies, we constantly have to do more with less, and we can with LANDesk.”

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—Russell Dodd

Systems Management Manager
Wawa, Inc.

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LSI-1055 0711 LT/AZUU

