Serving up Safety

Busy restaurateurs are used to juggling plates—literal and metaphorical—as they strive to provide great meals. But in an era when the majority of diners pay with plastic, adding PCI DSS compliance to their list of responsibilities is enough to send those spinning plates crashing to the floor.

Trustwave®

Smart security on demand

CLIENT SPOTLIGHT

This privately held chain of burger restaurant franchises has been in business since 1982, when the husband-and-wife team opened a single restaurant. Known for its generously sized burgers and hand-breaded chicken, the restaurant brand has grown into a regional favorite, fending off competition from much larger players.

THE CHALLENGE

A chain of quick-service burger franchises already had basic security measures in place, but they weren't satisfied. The company wanted to provide its customers secure Wi-Fi access while becoming more proactive in its plan to address cyberattacks. It also sought a way to simplify the work needed to help ensure its locations were compliant with ever-changing PCI DSS standards—all without blowing its budget.

> **With Trustwave helping to monitor our security, we don't need to worry about it anymore. The peace of mind Trustwave gives us is priceless.**
>
> – Vice president of operations, restaurant franchise group

THE SOLUTION

Trustwave Managed Security Services offered the restaurant group a "set it and forget it" approach that handles PCI DSS audits and unified threat management—including firewall and network access control support—plus secure wireless connections. As a result, the chain's 300 employees can focus on providing delicious food, while customers can enjoy their meal while using mobile devices with peace of mind.

INDUSTRY THREAT

These days, restaurant operators need to take cybersecurity measures as seriously as they do food safety issues. The industry faces particular exposure to breaches because it processes so many payment card transactions, at a time when Americans are ditching cash and putting nearly $6 trillion of transactions on plastic each year. Additionally, new app-based reservation systems and self-pay technology dramatically increase the amount of sensitive data a restaurant must handle. If it fails to act, a restaurant chain faces substantial fees and penalties after a breach, along with costly forensic audits, inevitable lawsuits and—worse yet—brand damage that may permanently harm business.

> **Trustwave helps relieve any (PCI DSS) compliance complexities and is there for us if any issues arise.**
>
> – Vice president of operations, restaurant franchise group

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