

TRIPWIRE CUSTOMER SUCCESS STORIES: PCI

**PARTNERSHIPS FOR
RAPID COMPLIANCE SUCCESS**



RISK-BASED SECURITY MANAGEMENT SOLUTIONS



PCI COMPLIANCE SUCCESS STORIES

The Payment Card Industry Data Security Standard (PCI DSS) is a security best practice created to prevent credit card fraud through increased protection of sensitive data.

IN THIS PUBLICATION

The following companies have partnered with Tripwire to implement our solutions for PCI DSS compliance, along with a variety of other needs ranging from traditional intrusion detection to effective change management processes.

- » Bertucci's Italian Restaurant
- » Crutchfield
- » eWay
- » Loehmann's

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CUSTOMER SPOTLIGHT

BERTUCCI'S ITALIAN RESTAURANT

INDUSTRY

RESTAURANT

HEAD-COUNT

1001-5000

CUSTOMER SINCE

2009

SOLUTION

TRIPWIRE ENTERPRISE &
TRIPWIRE LOG CENTER

Bertucci's is a Massachusetts based private company which runs a chain of sit-down Italian restaurants offering brick oven pizza and Italian food.

This family favorite restaurant chain of 93 restaurants, found throughout New England and as far south as Virginia, is a PCI Level 2 Merchant, processing more than 3.7 million credit card transactions annually. Ensuring automated compliance, security and operational efficiency across all networks required a best-in-class recipe with a secret ingredient: Tripwire Enterprise.

◆ *"One of the best things about Tripwire Enterprise is the remediation assistance...It finds all the faults and gives me a step-by-step walk-through on how to fix each one."*

**KEVIN QUINLAN,
SENIOR DIRECTOR OF IT**

Bertucci's

What's not to love?*

&

tripwire

CONFIDENCE: SECURED

BUSINESS NEED

- » Become compliant with current security regulations, including PCI DSS and MA 201 CMR 17, the Massachusetts law to protect personal data
- » Gain visibility to changes made across the entire network and datacenter
- » Ensure security across multiple store, POS and corporate infrastructure
- » Prepare the company for future regulatory standards and processes

SOLUTION

Implement Tripwire Enterprise in all 93 restaurants and the corporate datacenter to gain visibility and assess configurations for PCI compliance.

RESULTS

- » Compliance is now automated and provable
- » IT now has complete visibility of changes across system, plus an automated alert and remediation system in place for changes that threaten compliance
- » Company knows status of compliance and security across infrastructure
- » Company prepared for future security standards and compliance regulations

CUSTOMER SPOTLIGHT

CRUTCHFIELD

INDUSTRY

CONSUMER ELECTRONICS

HEAD-COUNT

201-500

CUSTOMER SINCE

2008

SOLUTION

TRIPWIRE ENTERPRISE

Founded in 1974, Crutchfield Corporation is a retailing company specializing in consumer electronic items, including audio/visual products. With over 500 employees, the Charlottesville based company quickly grew to become nation's leading catalog and Internet retailers of consumer electronics products.

Due to the wild success of their internet catalog, Crutchfield needed assistance when it came to compliance. With the help of Tripwire Enterprise, they fine-tuned their regulatory reporting and operational processes so staff can keep even greater focus on the customer.

◆ *"We needed a solution that ensured greater visibility, security and control with informative and actionable reporting. This is in keeping with another part of our culture—proactively enabling improvement."*

PAUL FITZSIMMONS
SENIOR MANAGER OF IT SYSTEMS

CRUTCHFIELD &
Trusted since 1974™

tripwire CONFIDENCE: SECURED

BUSINESS NEED

- » Develop better controls for audits & daily operations
- » Strengthen oversight of change and configuration processes
- » Improve ability to remediate problems faster

SOLUTION

- » Continuous file integrity monitoring and automated change audit trails provide a single point of command and control for the datacenter
- » Automated reporting and alerting enables proactive problem resolution resulting from unplanned change

RESULTS

- » Painless PCI audit with no findings regarding change processes
- » Single point of change control across the datacenter
- » Elimination of major service incidents caused by unauthorized changes

CUSTOMER SPOTLIGHT

eWAY

INDUSTRY

HEAD-COUNT

CUSTOMER SINCE

SOLUTION

INTERNET

51-200

2001

TRIPWIRE ENTERPRISE &
TRIPWIRE LOG CENTER

eWAY is a global online PCI DSS certified payment provider, allowing online businesses to accept secure credit card payments 24/7 from customers around the world, with operations in Australia, New Zealand and the UK. The company prides itself on customer service and innovation, with over 11,000 clients processing millions of dollars in transactions each and every day.

With the recent predictions that e-commerce will expand by US\$20 billion over the next five years, eWAY is preparing for that growth in every area of its business, including crucial enhancements to IT services.

♦ *“With Tripwire, we are now more proactive against the threat of data breaches...This level of security gives our customers even more confidence in our services, and provides eWAY with a business differentiator in the marketplace”*

TONY MCGRATH
CHIEF INFORMATION OFFICER



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CONFIDENCE: SECURED

BUSINESS NEED

- » Meet PCI DSS compliance standards within a tight timeframe
- » Automate processes for ongoing maintenance of compliance
- » Improve efficiency of change management processes

SOLUTION

Tripwire VIA provides a common platform to manage security controls and takes advantage of automation to protect data, all while reducing costs. But the Tripwire VIA platform is more than that. It supplies security content, context, analytics and workflow components that help manage and leverage integrated controls in ways previously not possible. Tripwire VIA includes two major components: best-in-class Tripwire Enterprise for security configuration management, and Tripwire Log Center for incident detection. With Tripwire VIA, companies gain visibility to suspicious, unusual or unexpected behavior across the data center; the data intelligence to make prioritized business decisions; and cost-saving automation for security hardening, monitoring and mitigating risks.

RESULTS

- » Passed PCI DSS audit and company has remained in compliance
- » Automated manual processes, saving manpower and compliance maintenance cost
- » Proactively protected from possible security threats
- » Compliance can be used as a competitive business differentiator

CUSTOMER SPOTLIGHT

LOEHMANN'S

INDUSTRY

RETAIL

SIZE

1001-5000

CUSTOMER SINCE

2007

SOLUTION

TRIPWIRE ENTERPRISE &
TRIPWIRE LOG CENTER

Loehmann's is a national chain of fashion stores with an e-commerce presence on the horizon. An important initiative of Loehmann's IT division is a commitment to hold themselves accountable to internal best practices expected of high-profile retail companies. In 2010, they made a future-thinking decision to prepare for the level of compliance required of the largest of retailers and those with an e-commerce presence. This included automating their change management processes and undertaking compliance review by outside auditors.

♦ *"Any company that stores confidential information must adopt best practices, but we seek business value when doing so. It effectively prepares us for new demands on security, resources and processes"*

RICK CORBETT,
DIRECTOR OF IT INFRASTRUCTURE

LOEHMANN'S &



CONFIDENCE: SECURED

BUSINESS NEED

- » Close the gap between current self-assessment compliance and the internal initiative to be accountable to third-party audits and validation.
- » Reduce time and resources needed to conduct change event reconciliation, and ease the burden of manually managing change processes.
- » Retain ability to focus on core competencies while still gaining full benefit of new software solutions—without adding resources or busting the budget.

SOLUTION

Having knowledge of the quality of Tripwire solutions, Loehmann's IT management team chose Tripwire Enterprise to automate change control and compliance management. Tripwire Customer Services helped deploy the solution, train staff and customize reporting processes. Loehmann's then opted for Tripwire Remote Operations, which allows the IT department to focus on core competencies while gaining immediate expertise and the most value from Tripwire solutions

RESULTS

- » Automated compliance processes to meet Level 1 PCI assessment, preparing Loehmann's for PCI reclassification and the security processes to meet future requirements for e-commerce.
- » Gained complete visibility over change, improving change control troubleshoots and remediate issues.
- » Managed budget and resource constraints by outsourcing daily management and expertise of Tripwire Enterprise to Tripwire Remote Operations.
- » Enabled focus on core competencies and the continuing adoption of best practices, processes and the ability to quickly



◆ Tripwire is a leading global provider of risk-based security and compliance management solutions that enable organizations to effectively connect security to the business. Tripwire delivers foundational security controls like security configuration management, file integrity monitoring, log and event management, vulnerability management, and security business intelligence with performance reporting and visualization. ◆

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