

# Restaurant Franchise Achieves Compliance and Creates a Plan for the Future

*Maintaining PCI compliance is a huge part of any security program, but what other steps should a company take to help ensure customer data is protected?*

This large restaurant franchise company that operates in the eastern United States must answer to strict PCI standards. As a level 1 merchant, a business that processes more than six million VISA credit card transactions in a year, this company is required to comply with the Payment Card Industry (PCI) Data Security Standard (DSS).

This set of standards is intended to optimize the security of credit and debit transactions and protect cardholders against misuse of their personal information. Given the complicated nature of the PCI compliance process, the company searched for a partner to help it become compliant with the regulation in a timely and cost-effective manner.

## What was the best way to approach this challenge?

- Use a Qualified Security Assessor (QSA) to determine issues that could affect compliance.
- Provide architecture design reviews of the network and deliver recommendations for improvement.
- Develop or modify existing policies and standards to support the compliance effort.

## PROJECT OVERVIEW

**Organization Size:**  
4,500 employees

**Organization Industry:**  
A large restaurant franchise company

**Challenge:**  
To become compliant with PCI regulations in a timely and cost-effective manner and develop a plan for ongoing compliance.

## IMPACT

- Achieved PCI compliance
- Increased consumer trust
- Secured credit card transactions
- Provided security awareness training to employees

## PCI Services:

### Determining Issues and Improving Process



#### Qualified Security Assessment

First, Optiv's dedicated Qualified Security Assessor (QSA) determined the business and environment issues that affected the company's stores and corporate network. This included store space, technologies in place, and considerations for maintaining and sustaining new PCI process.



#### Architecture Design

During the project, the company's main franchise was using a single-service provider for private network connections in all stores. Optiv assisted in reviewing the proposed network and provided guidance for improvements. Once new networks and technologies were selected, Optiv provided support to help ensure a successful deployment.



#### Policy Evaluation

Next, Optiv worked with the client to develop or modify existing policies and procedures to support PCI compliance efforts. These processes would assist the client in monitoring systems and responding to alerts, while helping them understand how to maintain evidence of operational activities that support PCI compliance.



#### Training Review

Before the client rolled out internal security awareness training, Optiv reviewed the program to ensure the content met PCI requirements, yet remained relevant to workforce and job responsibilities.

- Selected and deployed best fit technology to meet compliance requirements.
- Saved money by not purchasing unnecessary technology.
- Trained management teams and staff to protect customer information.



[View the Client Spotlight Infographic at www.optiv.com/resources/library](http://www.optiv.com/resources/library)

### Creating a Multi-year Plan for Compliance

Since partnering with Optiv, this client has successfully completed the PCI Report on Compliance (ROC) every year. Additionally, Optiv's consultants worked closely with the company to foster communication with its merchant bank to maintain a trusted relationship and ensure the merchant bank was confident in the restaurant company's ongoing commitment to PCI compliance. Because of this project, the client:

- Successfully completed the PCI Report on Compliance, meeting all necessary standards.



Optiv is the largest holistic pure-play cyber security solutions provider in North America. The company's diverse and talented employees are committed to helping businesses, governments and educational institutions plan, build and run successful security programs through the right combination of products, services and solutions related to security program strategy, enterprise risk and consulting, threat and vulnerability management, enterprise incident management, security architecture and implementation, training, identity and access management, and managed security. Created in 2015 as a result of the Accuvant and FishNet Security merger, Optiv is a Blackstone (NYSE: BX) portfolio company that has served more than 12,000 clients of various sizes across multiple industries, offers an extensive geographic footprint, and has premium partnerships with more than 300 of the leading security product manufacturers. For more information, please visit [www.optiv.com](http://www.optiv.com).

1125 17th Street, Suite 1700 | Denver, CO 80202 | 800.574.0896 | [www.optiv.com](http://www.optiv.com)