



Grocer Addresses PCI Requirements and Simplifies Network Management

Piggly Wiggly implements the Cisco PCI Solution for Retail to Address Regulatory Requirements and Improve IT productivity.

Business Challenge

Founded in Charleston, South Carolina in 1947 as a Piggly Wiggly franchise operation, the Piggly Wiggly Carolina Company revolutionized grocery shopping in South Carolina and Georgia, bringing the company's trademark checkout stands, national brands, and friendly service to consumers. The Piggly Wiggly Carolina Company now operates 111 grocery stores in South Carolina, North Carolina, and Georgia.

With stores spread across three states, the company's small IT staff faced a challenge in managing the company's technology. Each staff member had multiple responsibilities, yet just managing network devices consumed an extraordinary amount of time. It was relatively easy for staff members to assess device utilization and ensure that all systems were communicating with the network, but deploying new software, updating patches, and monitoring system configurations were manual processes. Payment Card Industry (PCI) Data Security Standard regulations require that Piggly Wiggly be able to demonstrate that its system configurations, current operating systems, and patches were deployed properly. Without a way to automate these tasks and validate them, meeting PCI requirements would be an overwhelming burden for the already-stretched IT organization.

"As it is for many merchants, PCI compliance will continue to be an important initiative for us," says Mike Bell, technical support manager for the Piggly Wiggly Carolina Company. "In addition to backing up systems, deploying software, and synchronizing configurations, PCI compliance demands comprehensive network tracking and monitoring. We needed a better way to complete these tasks."

Bell's team had recently used a software solution for managing some of these tasks, but it did not meet their requirements needed to ease administrative burdens, and provided only part of the needed functionality. Based on its positive experience with other products from Cisco®, Piggly Wiggly turned to Cisco again, choosing a Cisco® PCI Solution for Retail to help the company address the PCI standard and its network management challenges.

Network Solution

The company deployed Cisco centralized management, monitoring, and remediation capabilities, which are delivered through Cisco Secure Access Control Server and CiscoWorks LAN Management Solution. These solutions support usage and event reporting, provisioning, policy and change management, and workflow tracking—delivering data that can be used in reports for auditing purposes. Cisco management products save time, help reduce operational expenses, and help retailers address several PCI tracking requirements.

Piggly Wiggly was able to deploy the new solutions quickly and scale the number of devices under management easily. The IT team now uses CiscoWorks to quickly deploy security patches or new software to all 111 stores over the WAN. At the same time, the team can confirm the running and start-up configurations on store systems every night. In the morning, the staff scans a summary report to identify any out-of-synch systems and can quickly synchronize any systems that are identified. Staff no longer must manually check each system at 111 stores, and the summary reports provide data that confirms which systems were remediated.

Executive Summary

Customer Name

Piggly Wiggly Carolina Company

Industry

Retail

Location

Charleston, South Carolina

Business Challenge

- Meet Payment Card Industry requirements
- Reduce the amount of time required to manage network devices in 111 locations
- Improve ability to monitor configurations

Network Solution

- Deployed centralized management, monitoring, and remediation capabilities
- Upgrading to Cisco Intelligent Retail Network

Business Results

- Automated or simplified many of the steps required for meeting PCI Data Security Standard requirements
- Enabled configuration management based on best practices
- Created a network that can readily secure innovative retail applications in the future

Cisco Products

Routing and Switching

- Cisco Catalyst Switch
- Cisco integrated Services Router

Network Management

- CiscoWorks LAN Management Solution

Wireless

- Cisco Unified Wireless LAN

“The service we provide is a secure, reliable network for our customers. The Cisco solutions have helped us save considerable amounts of network management time and we now understand our exact configurations and software levels. We can free resources for other projects and address PCI requirements much more effectively.”

Mike Bell, Technical Support Manager, Piggly Wiggly Carolina Company

“As a grocery chain, our margins are slim,” says Bell. “CiscoWorks helps us do more, with high-quality work and fewer resources. Now we can quickly ascertain network status and take action if needed—reducing the time that was previously required to do this.”

The Piggly Wiggly Carolina Company is also evolving its network infrastructure to one based heavily on a Cisco Intelligent Retail Network. The Cisco Intelligent Retail Network provides a common platform for combining data, voice, and video services over one network to accelerate applications, business processes, and profitability. At the same time, the network enables retailers to evolve their IT infrastructures and add new solutions that help them meet regulatory requirements and support advanced network services such as wireless, security, and unified communications across store locations.

As part of its upgrade plan, Piggly Wiggly chose Cisco Integrated Services Routers to support integrated data, voice, security, video, and wireless services. High performance, highly secure concurrent services, and support for multiple WAN connections enable the Cisco Integrated Services Router to power many innovative retail applications and to help retailers satisfy numerous PCI requirements. Piggly Wiggly stores rely on Cisco Catalyst® switches as the basis for their LANs.

Piggly Wiggly is also delivering innovative retail applications over its Cisco Intelligent Retail Network. An eWallet fingerprint scanning biometric solution enables store customers to pay for their purchases at checkout simply by scanning their fingerprints. The chain has deployed interactive kiosks that allow customers to scan their loyalty cards and print out coupons or special offers that support in-store promotions. Currently, 20 percent of the stores use a Cisco Unified Wireless LAN, which supports wireless inventory and scale management applications. As older handheld devices begin to fail in other stores, they will be replaced with Cisco Unified Wireless LAN solutions.

Business Results

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understand our exact configurations and software levels. We can free resources for other projects and address PCI requirements much more effectively.”

CiscoWorks has also enabled the Piggly Wiggly IT team to implement best practices. As they gather configuration information using CiscoWorks, they can compare the running or start-up configurations with industry benchmarks, such as standards from the Center for Internet Security, and then ensure that all configurations match the benchmark. If some do not match, CiscoWorks enables rapid remediation of the system and provides confirmation data.

“CiscoWorks helps us meet our compliance goals by enabling us to quickly perform these tasks, check configurations against industry standards, and improve our change documentation processes,” says Bell. “We can do everything from one central interface, which makes our jobs much easier.”

Next Steps

Piggly Wiggly is currently evaluating the Cisco Security Monitoring, Analysis, and Response System (Cisco Security—MARS), which can help the IT team centralize log management. Each day, store devices generate tens of thousands of log entries, making it a daunting task to collect and review event logs. Bell expects that Cisco Security MARS will help the team correlate and condense logs to a manageable level, as well as add intelligence to identify out-of-bounds events.

Piggly Wiggly can readily secure future applications that it chooses to deploy. The Cisco Intelligent Retail Network facilitates the same levels of security to be applied and enforced for applications and devices as they are added over time. The result is a network that helps Piggly Wiggly minimize the amount of effort required for meeting PCI compliance requirements while supporting growth for the future.

For More Information

To find out more about Cisco solutions for retail, visit www.cisco.com/go/retailsolutions.