

# A Success Story: TierPoint's SIMplify Receives High Marks from Plaid Pantry

## KEY CHALLENGES

Plaid Pantry faced the challenges associated with Payment Card Industry (PCI) compliance, corporate and store connectivity, keeping costs per store down, and finding a solution that was manageable long-term.

## WHY SIMplify?

SIMplify offered an integrated platform to improve operational efficiency, reduce management complexity and cost, identify hard-to-detect issues and streamline the audit process.

"The implementation process went extremely well. TierPoint engineers were as close to perfect as you can get. The process was smoother and better than I could have imagined."  
Brad Buckmaster of Plaid Pantry.

*"There is never a silver bullet and so many solutions exist, but we found TierPoint SIMplify to be the one that brought the best value versus risk."* **Brad Buckmaster**, Manager Information Technology for Plaid Pantry.

## ABOUT PLAID PANTRY

Plaid Pantry first opened in 1960 and is now a 100 store convenience chain headquartered in Portland Oregon with stores located from Salem Oregon to Seattle Washington. Plaid Pantry carries all of the standard convenience products with a focus on specials and great prices.

## THE CHALLENGE

Plaid Pantry needed to resolve key challenges surrounding PCI compliance as well as corporate and store WAN connectivity. They needed to keep costs low and manageable. Brad and his team set out to find a solution that could:

- ▶ Assist with PCI compliance
- ▶ Secure and manage WAN connectivity
- ▶ Provide enhanced security capabilities
- ▶ Achieve log and change management
- ▶ Improve efficiency and reduce cost

## THE SOLUTION – UNIFIED SECURITY PLATFORM

Plaid Pantry selected TierPoint SIMplify to enhance its security and assist with PCI compliance, secure WAN connectivity, and procure the skilled resources for ongoing management of the solution across the entire organization. With SIMplify, Plaid Pantry IT staff have simplified the delivery of many security technologies across all locations as well as improved the proactive identification of operational issues and security threats.

To address Plaid Pantry's PCI requirements and secure WAN initiatives, TierPoint provides design, implementation and management services for a unified security platform using Fortinet, an industry leading security vendor. The security platform delivers next generation firewall, encrypted VPN, intrusion detection and prevention, anti-virus, application control, web filtering and many other features in a single device allowing for improved integration of security applications, correlation and cost saving to the corporate office and stores.



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## HIGHLIGHTS

**SIMplify** provided Plaid Pantry a way to manage and implement security measures, allow for log and change management while assisting with PCI compliance and containing costs.

**SIMplify** was the complete package they were looking for that provided the feature functionality and reliability all in one interface they could understand and implement.

## MORE INFORMATION

For more information on any of our products or services please visit us on the Web at: [www.tierpoint.com](http://www.tierpoint.com) or contact us at (509) 688-2555 or (866) 531-2550.



## THE SOLUTION – INFORMATION MANAGEMENT PLATFORM



To make system, application, device and security data meaningful and actionable, TierPoint also provides a leading centralized logging, analysis and reporting platform to bring correlated intelligence across syslog, performance, asset, configuration, vulnerability and network flows via a Software-as-a-Service (SaaS). Plaid Pantry now has the tools to drill down on events, collect and compare configuration and asset data, alert on customized rules, and provide reports for management and auditors all from a single portal. The delivery of information in a single console and platform via SaaS improves the operational efficiency of IT staff.

Technology is only as good as the people managing it and the knowledge they have with the systems implemented. TierPoint provides cost-effective management services with certified staff that have the necessary expertise and experience to deliver a comprehensive tightly integrated solution that improves IT operations and security. Additional value is gained by allowing Plaid Pantry IT staff access to TierPoint staff providing additional resources, knowledge and experience that fit well into the Plaid Pantry culture.

## THE END RESULT

After looking at many different options, Plaid Pantry chose TierPoint and the TierPoint **SIMplify** solution because in the words of Brad, *"We looked at everything from managing an open source solution in-house to looking at highly proprietary solutions from IBM. There were so many solutions out there and many that might have worked, but we liked the completeness and value of the solution TierPoint brought to the table. Another key was making sure the solution and company we went with would be a great fit for the IT team and the Plaid Pantry culture."*

TierPoint has designed **SIMplify** to allow organizations the ability to cost effectively improve operational effectiveness, allow increased collaboration between IT functions, provide better visibility of the IT environment, and meet the demands organizations are faced with in adopting and complying with best practice and regulation.

## SERVICES AVAILABLE

- Secure Centralized Logging
- Network Security Operations
- Correlation & Forensics
- Compliance & Risk Management
- Audit Management
- Reporting

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