

# TierPoint's InSight™ Implementation Exceeds Expectations at Zumiez

## BACKGROUND

Zumiez is a mall based specialty retailer of action sports related apparel, footwear, equipment and accessories. As of May 2008 they manage 306 stores across 28 states operating primarily in shopping malls.

## KEY CHALLENGES

As a growing retail industry leader, Zumiez recognized the challenges associated with centralized logging to meet regulatory requirements.

## WHY INSIGHT?

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



“Using TierPoint's InSight™ Software-as-a-Service (SaaS) solution and expert support is saving us money by reducing operational and capital expenses that we would have incurred to bring a solution like this in-house.”

**Lee Hudson**, Technology Director for Zumiez, Inc.

# zumiez

Zumiez is a mall based specialty retailer of action sports related apparel, footwear, equipment and accessories. They manage 306 stores spread across 28 states and continue to grow their business.

With the growth came growing pains. “With so much activity on our network, centralized management was an elusive requirement to fulfill because we could not find solutions to scale beyond 3,000 to 5,000 events per second. We needed a solution that could meet the demand of our current environment and allow us to scale to 100,000+ events per second,” said Lee Hudson, Technology Director.

“We have found the TierPoint InSight solution capable of providing such high performance with a scalable architecture, as well as accomplish our need for centralized logging and event correlation.”

TierPoint has designed InSight 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 complying with regulations.

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## Service Features and Benefits

### HIGHLIGHTS

InSight provided visibility into Zumiez's network which they didn't have previously. But it did more than manage their logging efforts. The service provided them with a customizable solution that collected data, provided alerts, generated reports, and gave them quality control in regards to various regulations.

### MORE INFORMATION

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The TierPoint InSight solution delivers holistic visibility, using a consolidated web-based interface, a key capability that IT departments have been yearning to have for years. This same logging solution also:

- Correlates across different data silos
  - Provides easy access and visibility to device configurations and changes across a large array of device types
  - Collects asset information and change detection
- Automates vulnerability collection and tracking
  - Is fully customizable for alert creation
  - Provides a powerful compliance automation tool for anytime reporting of both logical and technical control status to management, pre-audit and auditors of regulations such as PCI, SOX, HIPAA, FISMA and security frameworks.

“Beyond a consolidated dashboard for centralized logging, we also have been pleasantly surprised to see and track when configuration and asset changes occurred. This resolves the inefficient manual struggle Zumiez had to go through previously. Being able to monitor systems from a high level rollup to drill-down capability has been a huge help in identifying and researching issues and concerns. We also have the added value of seeing how our network, security, and application systems are measuring up to regulations. Having regular visibility of how our systems look from a compliance perspective helps us to ensure we are proactively meeting our compliance requirements and simplify our ability to provide reports to auditors,” added Hudson.

### SERVICES AVAILABLE

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

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