

Radiant Systems— Serving Up PCI Compliance

Radiant Systems

Serving Up PCI Compliance

Business Needs

- Assist customers with PCI compliance needs in diverse restaurant environments in multiple locations

Solution

- LANDesk® Security Suite

Business Benefits

- Reduce the cost of achieving PCI compliance
- Meet the antivirus requirements for PCI compliance on POS systems without impacting performance
- Enable proper and error-free patching of embedded POS systems
- Ensure system integrity of multiple systems distributed among thousands of locations through automated inventory reporting and a central management console
- As the needs of the business grow, address PCI compliance, endpoint security, and endpoint management through integrated, layered management at their own pace

For over two decades, Radiant Systems has provided innovative store technologies to the hospitality and retail industries. Offering unmatched reliability and ease of use, Radiant's hardware and software products have been deployed in over 100,000 sites across more than 100 countries. Its customers span a range of sizes and industries, and include some of the largest and most widely recognized organizations from around the globe.

Radiant has worked to help its customers grow their top line by focusing on point of sale (POS), self-service kiosk, e-commerce, and back office technologies that redefine the customer experience and greatly enhance revenue drivers. As part of this focus, Radiant has also worked to help its customers achieve PCI (Payment Card Industry) compliance, and LANDesk® Security Suite has played a key role in enabling that compliance.

Simplified PCI Compliance on POS

Radiant has found that most competing POS vendors aren't interested in helping their customers achieve PCI compliance. With a goal of delivering the highest levels of service, Radiant wanted to be different. "Our customers need PCI compliance, so we wanted to be able to help them," says Julio Vescovi, manager of information technology consulting at Radiant Systems. "We realized we could make certain aspects of PCI compliance less expensive for them since we understand POS systems. So, we needed a solution that could handle the unique challenges that PCI compliance on POS presented. LANDesk Security Suite met those challenges."

For example, one of the biggest challenges in dealing with a POS system is that smaller processing power doesn't lend itself to running software that provides antivirus (AV) protection—a requirement for PCI compliance. "AV really slows POS systems down, and real-time scanning makes it even worse," Vescovi says. "On a busy night in a restaurant environment, you need to be able to touch the screen, order food immediately, and then move on to your next guest. With typical AV running, each time you hit the button you have to wait a number of seconds for the screen to repaint. It can be very frustrating."

By taking advantage of the whitelisting and file protection features provided by LANDesk Security Suite, Radiant has been able to help its customers meet the AV requirement for PCI compliance without impacting POS performance. Whitelisting works differently than typical AV, but it meets the PCI requirements for preventing malware. Rather than running comparisons against a blacklist of known threats, it simply blocks everything except for what they specify is allowed to run.

"First of all, LANDesk has a very small footprint on the POS terminal," Vescovi says. "And, by using its whitelisting capability, we didn't have to do real-time scanning. As a result, its impact on performance wasn't even noticeable."

One of Radiant's customers, Elephant Bar Restaurants, which has 47 locations across the United States, chose to use Radiant and LANDesk Security Suite to help with the AV requirements of PCI compliance for their POS systems. "We needed to have AV protection on all entry points for our credit cards," says Andy Mai, vice president of information technology at Elephant Bar. "There are several solutions that can provide whitelisting to address the AV requirement for PCI, but LANDesk was the best fit, best price, and best performance. LANDesk is also more configurable, more flexible, and it seems to be a superior product technically."

“We take the mandate to be PCI compliant extremely seriously,” Mai adds. “We want to protect our guests’ sensitive information and keep our business protected in a secure and cost-effective manner. LANDesk Security Suite has allowed us to do that.”

Positive POS Performance

For Elephant Bar, performance was one the biggest selling points that helped it choose LANDesk Security Suite for the AV requirements of PCI compliance. “Any time you add an active agent onto a system to constantly monitor and protect that system, you’re usually going to find some performance degradation,” Mai says. “Some solutions require more memory or CPU to run the agent. Others might have a small footprint, but they consume too much network traffic to stay updated. But LANDesk is different. Even though the agent is there protecting our POS systems, it hasn’t impacted performance. LANDesk doesn’t get in the way of allowing us to operate our restaurants.”

Mai credits some of the performance benefits provided by LANDesk Security Suite to the solution’s ability to learn and understand the environment it’s working in. “LANDesk has a unique learning mode, where you turn it on and it learns how your specific environment operates. For example, it learns how your transactions are being sent, what kinds of transactions flow and where your traffic is coming from, what applications are being triggered, and how they exist and collaborate together. Based on this information, the agent knows what is allowed, detecting and blocking anything outside of the norm. That’s very powerful.”

Flexible File Protections

To further help its customers meet their PCI compliance requirements and to improve the protection of their POS systems, Radiant enables its customers to take advantage of the file protection capabilities provided by LANDesk® Host Intrusion Prevention (HIPS). While whitelisting dictates what applications are allowed to run, file protection dictates what files on a system can be modified and what applications are allowed to make those modifications.

“The file protection in LANDesk HIPS provides additional protection against viruses,” Vescovi says. “It allows us to make sure that nothing can modify an executable or some other file. That way, if somebody or something tries to inject a virus into a file, it will not be allowed. HIPS essentially keeps files from getting infected.”

On the other hand, the flexible nature of the file protection controls also allows Radiant to specify certain files that can be modified by specific applications. This level of granularity is crucial to keeping files protected while still allowing Radiant to send software updates to its clients’ POS systems. “Our POS software can change daily,” Vescovi says. “We need to be able to make sure that whitelisting and file protections keep blocking malware and infections, while still allowing our products to update themselves in an approved manner. LANDesk provides that while keeping everything running.”

Intelligent and Customizable Patching

While there are other solutions that merchants can use to meet PCI requirements for patching, there are limitations to what some of these solutions can do. Patch management delivered by LANDesk Security Suite provides the needed additional functionality. “Patching was another reason we decided on LANDesk,” Vescovi says. “LANDesk patching is especially effective for embedded products.”

When it comes to systems running Windows Embedded for POS (WEPOS), certain patching services struggle to send down the right patches. “An embedded WEPOS system kind of looks like an XP machine,” Vescovi says. “So, some solutions try to update those systems with XP patches and then just error out. Custom patching in LANDesk Security Suite lets us put logic into detection and remediation. As a result, it can distinguish when it’s an embedded system and patch it correctly. It gives us a lot more control and flexibility.”

“We take the mandate to be PCI compliant extremely seriously. We want to protect our guests’ sensitive information and keep our business protected in a secure and cost-effective manner. LANDesk Security Suite has allowed us to do that.”

— **Andy Mai**

VP of Information Technology
Elephant Bar

“We needed a solution that could handle the unique challenges that PCI compliance on POS presented. LANDesk Security Suite met those challenges.”

— **Julio Vescovi**

Manager of IT Consulting
Radiant Systems

Greater Visibility, Easier Management

Another key benefit that LANDesk Security Suite offers Radiant's clients as they seek PCI compliance and improved security is the visibility and centralized manageability the solution delivers for all of Radiant's geographically distributed systems. "Being able to manage and view multiple sites at the same time is a major advantage with LANDesk," Vescovi says. "It lets us know the integrity of every system and enables us to make sure we have the right system resources, such as memory, processing power, and hard disk space. Ultimately, this helps us be more proactive."

Elephant Bar recognizes that the centralized management and inventorying capabilities are extremely valuable benefits provided by LANDesk Security Suite. In fact, it is these capabilities that give Radiant the ability to easily manage the POS systems at all of Elephant Bar's 47 locations.

"LANDesk allows Radiant to manage our systems so I don't have to worry about it as much," Mai says. "If any issue occurs with a system component, it will report to the central console. It also reports if any new equipment comes on board to make sure that it has the agent to help us maintain compliance. The ease of management with LANDesk is key to making that happen."

"The ability to manage multiple sites at the same time is huge for us," Vescovi adds. "LANDesk Security Suite definitely gives us what we need in order to manage endpoint security for our different customers."

Room to Grow

For Radiant, one of the most appealing aspects of relying on solutions from LANDesk is not only because they do a very good job in addressing PCI requirements specific to antivirus, but LANDesk solutions also address many other aspects of PCI compliance. Additionally, while LANDesk Security Suite focuses on delivering comprehensive protection and security for endpoints, its integration with other management offerings from LANDesk—such as LANDesk® Management Suite and LANDesk® Process Manager—allows organizations to move at their own pace with a holistic approach to making their enterprises more secure, efficient, and better managed.

"One of the reasons we wanted to go with LANDesk is that they give us a lot of room for growth," Vescovi says. "We didn't want to go with a vendor that only provided security. At some point our customers will want to be able to do more. For example, if they want to add help desk or configuration management, we don't want to have to add a new agent and console. LANDesk provides a lot of opportunity for expansion and growth without adding new agents and consoles. That's a big deal for us."

"You need to walk before you can run," adds Elephant Bar's Mai. "We need to take care of compliance mandates first; however, as we mature, we definitely want to take advantage of some of the other components of the LANDesk offerings."

Solid Endpoint Security and PCI Compliance

Overall, Elephant Bar has been extremely pleased with how Radiant and the LANDesk solutions have helped the restaurant achieve PCI compliance and keep its POS systems more secure. "Radiant has been a tremendous partner of ours," Mai says. "We rely on them for many aspects of our business in addition to help with endpoint security. They've supported us in our growth and in any areas where we have asked for help."

"LANDesk is a great solution," Vescovi says. "It has made it tremendously easy for us to be proactive in our client support efforts. LANDesk gives us managed endpoint security and PCI compliance tools that we need. As a company, LANDesk has been quick to address our unique requirements. They've always shown us that they care about being a good partner."

Visit www.landesk.com for more information.

This document contains information, which is the confidential information and/or proprietary property of LANDesk Software, Inc. and its affiliates (referred to collectively as "LANDesk"), and may not be disclosed or copied without prior written consent of LANDesk.

To the maximum extent permitted under applicable law, LANDesk assumes no liability whatsoever, and disclaims any express or implied warranty, relating to the sale and/or use of LANDesk products including liability or warranties relating to fitness for a particular purpose, merchantability, or infringement of any patent, copyright or other intellectual property right, without limiting the rights under copyright.

LANDesk retains the right to make changes to this document or related product specifications and descriptions, at any time, without notice. LANDesk makes no warranty for the use of this document and assumes no responsibility for any errors that can appear in the document nor does it make a commitment to update the information contained herein. For the most current product information, please visit www.landesk.com.

Copyright © 2010, LANDesk Software, Inc. and its affiliates. All rights reserved. LANDesk and its logos are registered trademarks or trademarks of LANDesk Software, Inc. and its affiliates in the United States and/or other countries. Other brands and names may be claimed as the property of others. LSI-0883-UK 02/10 LK/BB/DL