



SonicWALL

# Lettuce Entertain You Enterprises guarantees PCI compliance for customers

Restaurant group improves business efficiencies for POS with Dell SonicWALL Next-Generation Firewalls.



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Steve Alessia  
System Engineer

## Customer profile



**Company** Lettuce Entertain You Enterprises, Inc.

**Industry** Retail

**Country** United States

**Employees** 5,500

**Website** [www.leye.com](http://www.leye.com)

## Challenge

- PCI DSS mandates
- Widely distributed network
- Excessive malware
- Underutilized bandwidth
- Complex management
- Ineffective Cisco solution

## Solution

- Dell SonicWALL E-Class NSA Series
- Dell SonicWALL TZ Series
- Dell SonicWALL SRA Series
- Dell SonicWALL GMS

## Benefits

- Reassembly-Free Deep Packet Inspection®
- Powerful multi-core firewall hardware platform
- Comprehensive Gateway Security Suite
- Application Intelligence, Control and Visualization
- SSL VPN
- Web Application Firewall

Established in 1971, Lettuce Entertain You Enterprises, Inc. operates approximately 85 restaurants across the U.S., including R.J. Grunt's® in Chicago, the Eiffel Tower® Restaurant in Las Vegas and Wildfire® Restaurant locations in Washington D.C. The company currently has 5,500 employees.

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**The challenge: insufficient connectivity and susceptibility to threats**

Previously, the company used a Cisco® firewall solution.

"The Cisco box would not maintain our VPN tunnels consistently enough to support our business," said Steve Alessia, system engineer at Lettuce Entertain You Enterprises. "As we scaled up, those connections couldn't scale with us."

This scenario created a need for the company to enhance connectivity for employees, protect credit card transactions and ensure high availability for processing customer loyalty and gift card transactions.

"We also couldn't keep up with the volume of malware coming across our network," disclosed Alessia. "We would see three machines compromised a day, with employees inadvertently clicking on links from email or Facebook that redirected them to malicious sites. We needed a robust solution to stop it at the source."

Lettuce Entertain You also required a virtual private network (VPN) for back-of-the-house systems at distributed restaurants to connect to the Chicago corporate office for application resources such as email, accounting, inventory and human resources. The company also processes gift card transactions nationwide, which is a significant revenue stream and dependent on efficient and secure VPN tunnels.

"Having VPN tunnels is critical to our point of sales," explained Alessia. "If you're in Las Vegas and use a gift card, the transaction tunnels back to Chicago, which then tunnels to Hagerstown,

Maryland, which does the balance transaction or settlement, and then tunnels a response back to Vegas. In the past, we had to create software tunnels."

In addition, network performance was a key requirement.

"Our biggest complaint in the field was connectivity speeds for opening graphics, web sites and applications," reported Alessia.

Alessia was also interested in easing management.

"On the back end, we had to manage and maintain over 80 separate devices," explained Alessia. "We needed consolidated reports and traffic patterns, and do bulk-push firmware updates."

Lettuce Entertain You Enterprises evaluated offerings from Cisco, Fortinet® and WatchGuard® before selecting a Dell SonicWALL solution.

"Cisco was nowhere near the class and feature set of appliance as the comparable Dell SonicWALL," cited Alessia. "They didn't have Dell SonicWALL's Comprehensive Gateway Security Suite or remote management or the ability to use Port 80 to send traffic straight out from individual sites. Dell SonicWALL was also more price-competitive than other firewall vendors and they provided us a hands-on live demo unit for evaluation prior to purchase."

**The solution: Dell SonicWALL E-Class NSA, TZ, SRA and GMS**

The company deployed Dell SonicWALL E-Class NSA E5500 Series firewalls at its corporate and data center locations, and

TZ 210 Series firewalls at its distributed back-office sites. More recently, it has also acquired Dell SonicWALL SRA and GMS solutions.

Alessia engaged the assistance of Sikich LLP. As a Dell SonicWALL Premier Gold Partner, Sikich had Certified Dell SonicWALL Engineers who could assess the company's security and connectivity requirements and recommended a Dell SonicWALL solution to meet its needs. Sikich also provided consulting services for architecting and deploying the Dell SonicWALL infrastructure.

"We helped develop a solution to provide the best possible security and performance for this scenario. We implemented secure and reliable connectivity for all of its restaurant locations and remote users, and provide centralized management and reporting for ease of administration," said Scott Wegner, technology partner at Sikich. "Dell SonicWALL allows Lettuce Entertain You to meet all its security and connectivity needs for years to come and offers a great return on investment."

**The result: PCI compliance, granular visibility and management of 85 locations**

With Dell SonicWALL, Lettuce Entertain You has achieved a centrally-managed VPN infrastructure that protects credit card transactions and allows for high adherence to PCI standards.

"Dell SonicWALL segments the network, so a guest wireless user in a restaurant cannot access financial traffic, and our events staff can give a third-party client portal access without affecting our PCI compliance," affirmed Alessia. "We could never do that before. Dell SonicWALL helps us to guarantee PCI compliance for our customers. Network security is much easier to manage and less vulnerable than our previous solution.

I don't have to worry about the Dell SonicWALL not doing its job, which makes for less worries on weekends and off hours."

Lettuce Entertain You uses Dell SonicWALL Content Filtering and Application Intelligence to restrict dangerous and unproductive websites.

"It is very granular," stated Alessia. "We can allow access to Facebook, but block access to non-business related functions."

Load balancing and high availability has enhanced performance.

"Our uptime has increased to 99.9 percent," acknowledged Alessia. "Dell SonicWALL has done wonders for us to speed up performance. And we now have the visibility to pinpoint bottlenecks to the ISP rather than our internal gear."

The company has also purchased a Dell SonicWALL SRA 1200 appliance.

"To prioritize the tunnel traffic we leverage the Dell SonicWALL NSA appliance," added Alessia. "We are using the SRA device for a new hosting center to create a private cloud and use Dell SonicWALL Web Application Firewall in building our links to different resources."

Most recently, the company added a Dell SonicWALL GMS solution to streamline management of the devices at each of the 85 restaurants. As a result, Lettuce Entertain You saves hours of time each week on firewall management and can quickly adapt to any needed PCI changes.

"GMS gives us a single solution to manage inbound and outbound traffic and update anti-malware. It truly is a cut above everyone else," declared Alessia. "GMS is really going to work for us internally as a powerful goal management tool."

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