

## Case Study: Shari's Restaurant

**Restaurant Chain Leverages Change Control Software from Solidcore to Prevent Unauthorized Changes and Access to Restaurant Systems**

*"By automatically preventing unauthorized change from happening on our systems, we are achieving increased security and uptime across our network."*

Bill Sherman  
Director of Corporate Systems  
Shari's Restaurant



**Industry:** Food & Beverages

**Goal:** Improve Availability

**Deployment type:**

Deployment on servers across distributed restaurant chain

**Benefits:**

- Automated enforcement of change policy
- Improved IT service availability across the distributed restaurant chain.
- Freeing up of IT resources that can now be directed at other pertinent IT projects

### Shari's Restaurant: Company Profile

Shari's is the largest full-service restaurant chain based in the Pacific Northwest. Founded in 1978 and operated by Shari's Management Corporation of Beaverton, Oregon, Shari's Restaurants provide customers high quality, reasonably-priced meals 24-hours a day in a comfortable surrounding. Shari's menu features a full selection of breakfasts, salads, gourmet sandwiches, hamburgers, dinner entrees, desserts and pies. With nearly 4,500 employees, the chain currently has 98 locations throughout Oregon, Washington, California, Wyoming, Idaho, and Nebraska.

### Business Challenge: Prevent Unauthorized Changes from Impacting Availability of Restaurant Infrastructure

Shari's information technology (IT) group is committed to following the Shari's restaurant concept of "always open, no matter what time and what day." However, maintaining an "always-on," available IT infrastructure was becoming threatened due to multiple factors. This included:

- The restaurant's distributed infrastructure becoming more networked, which was creating additional opportunities for unauthorized system changes,
- Restaurant systems running on general-purpose Microsoft Windows operating systems, which opened the door for increased patching cycles, and

- The more than 4,000 employees who might have access to some restaurant systems but should not be allowed to access and change other critical infrastructure systems.

The Shari's IT group wanted to take a proactive approach to preventing any risks to the organization that might result from out-of-policy changes. They needed an automated enforcement tool that could control change and prevent unauthorized access throughout its infrastructure.

The desired outcome was to ensure continuous service availability for its customers and employees. The IT organizations also wanted to maintain a predictable IT cost structure – one that would otherwise be impacted by the manual processes previously used for tracking down the root of unauthorized changes and unauthorized system access.

## Solution Requirements

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For Shari's, the key to ensuring continuous IT service availability and proactively preventing changes to restaurant systems was to gain complete control over all system changes across the infrastructure. Shari's also needed to ensure that gaining widespread control did not equal increased IT staffing resources. Shari's was looking for a solution would allow them to automatically:

- Prevent unauthorized users from changing the access privileges to critical restaurant systems and notify the IT administrator accordingly if attempted changes were made,
- Enforce the IT organization's change policy by preventing unauthorized users from making out-of-policy changes to the infrastructure that might cause systems to go down, and
- Stop malicious users and code from breaching the restaurant's general-purpose operating environment, even when vulnerability updates are not applied.

## Solidcore Solution: S3 Control

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Based on these requirements, Shari's Restaurant determined that Solidcore S3 change control software was the optimal solution that could enable them to achieve their IT operation goals.

Solidcore S3 Control provides real-time visibility into what changes are being made, when changes are made and by whom, enabling IT staff to pinpoint changes made on network devices, databases, servers or desktops at a moments notice. The product automatically correlates changes in the infrastructure with Shari's change management process to validate that only approved changes are made. S3 Control is also the first solution on the market to provide technology-based change policy enforcement

to automatically ensure changes made to the infrastructure are in-line with the change policy. The product provides selective enforcement of policies based on source, time, change ticket, or file type.

Among the benefits that Solidcore's S3 Control solution provides to Shari's are:

### Automated Enforcement

- Enforce change policy to only allow changes to the infrastructure by pre-defined system administrators. This specifically includes preventing any out-of-policy changes to access privileges that might occur on the company's Active Directory server.

### Real Time Visibility

- Track changes and attempted changes to the infrastructure in real-time.
- Provide alerts of attempted changes to critical systems and unexpected change activity, including attempted changes made by malicious users or outside sources.

### Infrastructure Security

- Use change search capability for quick root-cause analysis.
- Keep restaurant POS devices and back-office servers secure against any out-of-policy changes.
- Eliminate emergency patching and reduce the number and frequency of patching cycles.

Solidcore S3 Control addressed all of Shari's solution requirements, and did so with very low operational and administrative overhead.

## Shari's Restaurant Benefits

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Shari's Restaurant has deployed Solidcore's S3 Control solution on its servers to proactively thwart unauthorized and inappropriate changes to the infrastructure. As a result of Solidcore functioning in the Shari's environment, the IT organization is benefiting from operational improvements. Specifically, Solidcore's automated enforcement of change policy capabilities has helped Shari's ensure continuous IT service availability across the distributed restaurant chain. The automated capabilities have also enabled the IT organization to free-up IT resources that can now be directed at other pertinent IT projects.

"Solidcore's change control software alleviates the need to worry about specific risks, and instead, works as a security blanket that lets me control exactly when and how change is made to our systems," said Bill Sherman, director of corporate systems for Shari's Restaurant. "By automatically enforcing my change policy, Solidcore enables my team to focus on other pertinent IT projects."