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Bill Randall, IT Director
Red Robin Gourmet Burgers

Serving Up Gourmet Burgers, No Problem. Ensuring Security and Compliance, Red Robin Sought Configuresoft.



THE CUSTOMER

Red Robin Gourmet Burgers, headquartered in Greenwood Village, Colorado, is a casual dining restaurant chain that serves an imaginative selection of high quality gourmet burgers to America's families, particularly women, teens and tweens. There are more than 250 Red Robin locations across the United States and Canada, including both company-owned locations and those operated under franchise or license agreements.

"We are famous for offering a wide array of gourmet burgers, bottomless steak fries, and unique beverages, but we needed assistance in securing our corporate data and ensuring the compliance to regulatory mandates for Sarbanes-Oxley," said Bill Randall, director of IT at Red Robin Gourmet Burgers. "We must maintain consistent, secure and compliant configurations."

THE CHALLENGE

Red Robin Searches for Perfect Mix of Automation

Red Robin was faced with a consuming task of manually updating their servers. Not only time consuming, this greatly increased the chance for errors. They had no way to confirm changes without manually checking each server. Additionally, the company found updating 70 remote users painful while trying to manage monthly patch deployments.

Red Robin needed an accurate, reliable and efficient method to secure and update its 40 servers, 130 corporate workstations and 70 remote workstations running on Microsoft Windows, while ensuring compliance to regulatory mandates, such as Sarbanes-Oxley. Since its IT infrastructure is spread out in more than 200 locations nationwide, it is difficult to consistently ensure security patches are implemented correctly or in a timely fashion.

The combination of manual and email methods to deploy security updates were both time-consuming and open to inconsistent configurations – which left machines vulnerable to attacks. In addition, Red Robin manually compiled individual security compliance reports from each server, which took auditors 4-5 hours to compile.

THE SOLUTION

Keeping the Heat in the Kitchen, Out of the Server Room

Red Robin needed assistance analyzing its security vulnerabilities and compliance issues. The company could no longer accurately or cost-effectively administer security patches and meet government compliance requirements. Configuresoft's Rapid Security Assessment (RSCA) team deployed Enterprise Configuration Manager (ECM) to collect security data from servers and workstations, develop an action plan to fix existing problems and create best practices to prevent reoccurrences.

EXECUTIVE SUMMARY

Popular US and Canadian burger restaurant Red Robin uses Configuresoft's Enterprise Configuration Manager (ECM) to assess, deploy and verify security updates to 40 servers, 130 workstation and 70 remote workstations at 200 locations. ECM automates the management of configuration settings to enforce security and IT standards, making the need for human intervention in resetting configurations to their pre-defined standard when they are inadvertently changed unnecessary.

Other ECM Business Benefits:

- The RSCA review provided a valuable snapshot of the state of the IT environment and suggested methods of improvement.
- Changing administrative service accounts across the enterprise now takes less than half an hour, instead of the previous 2 days.
- Red Robin easily keeps up with Microsoft security patches.

Configuresoft Solutions Used:

ECM, RSCA

ECM-Managed Servers: 40

Platforms: Windows

Primary Business Need:

Security, Regulatory Compliance

Web site: www.redrobin.com

Industry:

Restaurant Dining

THE SOLUTION (continued)

Configuresoft experts went to work with Red Robin to quickly and accurately evaluate the configuration quality of the system configurations of servers and workstations. They provided assessment reports that gave management critical information regarding the security of their environment and how these systems comply with best practices and standards. Additionally, the RSCA review provided a valuable snapshot of the state of the IT environment and suggested methods of improvement.

"Within hours of the RSCA engagement, Configuresoft highlighted security patches that were initially thought to be deployed, but instead were not. We immediately went back and fixed all of the items identified," said Randall.

Using Configuresoft's ECM to automate the management of configuration settings for Windows-based servers and clients to enforce security and IT standards, Red Robin is now able to enforce security policies without human intervention by automatically resetting configurations to their pre-defined standard when they are inadvertently changed.

"Our goal was to change administrative service accounts that ran across the entire enterprise, a process that historically took us two days," said Randall. "Using ECM, we can do the same process in less than an hour. We know that all of the approved updates have been made correctly, and we can keep up with Microsoft security patches."

Since ECM is designed by working auditors, Configuresoft's policy templates offer Red Robin a comprehensive series of automated checks and controls to correlate with compliance requirements and give the auditors one user-friendly report. "Initial response about the content and format of the reporting capabilities from our auditors has been positive," said Randall.

Configuresoft Provides the Recipe for Configuration Management Success

Using ECM enables Red Robin to centralize and automate the tasks of monitoring, managing and auditing the software configurations of Windows-based Server-based servers and workstations deployed in multiple locations.

Now, as Red Robin continues to open new locations across the United States, the company is confident that its servers and workstations are secure and are meeting compliance mandates.

Maintaining an accurate inventory of software deployed on Windows based machines was a time consuming task, requiring that Red Robin engineers spend several days collecting information from the machines on the network and compiling all of the data. Utilizing the information gathered by ECM, maintaining an accurate inventory of software for licensing is now completed within hours. Red Robin is also able to monitor the software that is installed on the network and quickly identify and remove unauthorized software applications.

"We recognized the value of RSCA immediately. Using ECM, the RSCA program experts provide a very comprehensive view to our Windows systems configurations," said Randall.

About Red Robin Gourmet Burgers

Red Robin Gourmet Burgers, headquartered in Greenwood Village, Colorado, is a casual dining restaurant chain that serves an imaginative selection of high quality gourmet burgers to America's families, particularly women, teens and tweens. Their gourmet burgers are served in a variety of recipes with bottomless fries, as well as many other items including salads, soups, appetizers, entrees, desserts, and its signature Mad Mixology(R) specialty beverages. There are more than 250 Red Robin locations across the United States and Canada, including both company-owned locations and those operated under franchise or license agreements.

To learn more about Red Robin, visit the Web at:

www.redrobin.com



About Configuresoft

Configuresoft is an innovator in systems management technology and the creator of enterprise Configuration Intelligence, serving 12 of the world's 25 largest companies. Spanning both operations and IT security, the Company offers enterprise configuration, policy compliance and remediation products. At a time in which organizations must maintain a continuous state of compliance throughout their infrastructure, Configuresoft ensures these environments conform to any desired or mandated state. **To learn more, call 1-888-U-CONFIG (888-826-6344) or visit www.configuresoft.com or email info@configuresoft.com.**

