

Customer Profile

A 50-year old family owned convenience store chain based in Altoona, PA, with over 350 stores and 3000 endpoints.

Industry

Retail

Challenges

Incumbent anti-virus products were not detecting malware intrusions.

Performance was lagging and burdens on the internal IT staff were increasing.

Kaspersky Solution

Kaspersky® Open Space Security™

Results

- Better protection
- Improved productivity and performance
- Fewer support calls
- Less burden on IT
- Compliance achieved

Sheetz Better Serving Customers with Kaspersky Lab

Founded in 1952 as a small dairy/deli in Altoona, Pennsylvania, Sheetz is one of the fastest growing, family-owned convenience stores in the world. Today, there are more than 350 locations across six states – Pennsylvania, Maryland, Virginia, West Virginia, Ohio and North Carolina – and more than 12,000 employees.

The Security Challenge

For Sheetz, technology is a core element of successful retail and business operations. With more than 3000 devices in corporate and store locations, users rely heavily on computing for operations, warehouse distribution, loss prevention, quality assurance, training, and other essential business functions. Protection at every level of the network is critical, from the endpoint to the cloud.

The Fall of 2007 brought a plague of security-related issues. Their existing anti-virus product was failing to detect several malware intrusions. Faulty signature files were creating false positives, on one occasion causing the deletion of Windows dll file structures. The upheaval was creating a noticeable burden on the IT staff. But the tipping point was performance. Some scans required more than eight hours to complete, and they were draining processor and memory resources. Users were left having to suspend security features, just to do their jobs.

Sheetz' IT department decided it was time for a change. Bob Kemp, Manager of IT Security at Sheetz, explains, "It had been building up and we knew we needed to do something. Our existing anti-virus software wasn't up to par and wasn't meeting our standards. We knew we needed better protection, particularly at the endpoint, unlike the previous product that allowed malware and certain types of Trojans to make their way onto our devices."

Kemp and his staff defined the security goals and determined key selection criteria. Compliance (PCI) and reporting, footprint and system resource availability, performance, and robust security features were all identified as critical. Efficient use of memory and storage were also considered necessary.

“Kaspersky is much more robust, with security features and protection. The performance drain we were experiencing is virtually gone.”

*Bob Kemp
Manager, IT Security
Sheetz, Inc.*

“With complete responsibility for all data security, my priorities were clear. Compliance and reporting was a big need,” says Kemp. “Also, we have two separate business functions to support – stores and corporate users. I didn’t want to run two separate products.”

Based on these criteria, the Sheetz IT staff evaluated and tested ten security products over a six-month period. The final round came down to three vendors: Kaspersky Lab, Trend Micro, and Symantec.

The Solution

Kaspersky Lab won hands-down for several reasons, including its small footprint. “Kaspersky was the only product that would run effectively on our current hardware infrastructure,” says Kemp. “With Kaspersky’s iSwift and iChecker technology, the security scans are completed in just 20 minutes; while other products took several hours. This was a huge win for us. I now schedule daily scans. I see the reports and I know we are protected.”

The Sheetz IT staff has found Kaspersky easy to deploy and rollout, and has done so almost completely remotely. “From a central management console we are able to remove the previous products from the endpoints and Kaspersky installs itself. That’s a nice feature,” says Kemp.

Sheetz purchased Kaspersky software licenses from Kaspersky partner, Haizlett & Associates, an Information Security Value-Added Reseller, headquartered in Pittsburgh, Pennsylvania.

“I am nine months into this and I am extremely happy with our decision to go with Kaspersky,” says Kemp.

The Results: A New Standard in Security

“Kaspersky is much more robust, with more security features and protection. It’s a big difference from the former drain on our machines,” says Kemp. Kaspersky has successfully met Sheetz enterprise requirements for compliance and security. Its anti-malware protection defends against security threats at every point of potential exposure on the network, restoring company confidence that enterprise data is protected. Increased productivity and improved performance are big wins for the employees. The IT staff is spending less time fielding user complaints and they are no longer having to rebuild computers infected with spyware.