

Multilayered Security in a Distributed Business-Critical Environment

Noodles & Company gains more proactive protection with Trend Micro™ InterScan™ Messaging Security Virtual Appliance.

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— Nick Fields, Senior Systems Administrator, IT, Noodles & Company

EXECUTIVE SUMMARY

Customer Name: Noodles & Company

Industry: Restaurants

Location: Headquarters in Broomfield, Colorado

Web Site: www.noodles.com

Number of Employees: 4500

CHALLENGE:

- Increase protection on business-critical email communications
- Block threats that could compromise sensitive credit card information on the network
- Integrate security and virtualization initiatives

SOLUTION:

- Deploy Trend Micro gateway messaging security on VMware platform
- Take advantage of in-the-cloud layer of protection, with web and email reputation
- Migrate endpoint security to Trend Micro

BUSINESS RESULTS:

- Maximized protection (threats blocked before they enter the network)
- Minimized complexity (virtualized configuration; vendor consolidation)
- Strengthened (proactive) protection

Challenge

At Noodles & Company, everyone is security minded, with Payment Card Industry (PCI) regulations driving all security initiatives. “PCI is our world,” explained Nick Fields, senior systems administrator in IT at Noodles & Company. “Our systems process credit cards—which are central to our business—and we continually discuss what we can do to keep our infrastructure clean.”

Noodles & Company limits the exposure of credit card information as much as possible, with restaurants holding the data for as little time as possible and transmitting the information directly to credit card companies without going through the network and systems at headquarters. To further protect this sensitive customer information, the company deployed several Trend Micro™ Deep Security software modules last year.

Securing email communications has also become increasingly critical for Noodles & Company. Email connects them with partners, alerts IT to issues regarding their software as a service (SaaS) business applications, and connects all restaurants to critical administration and back-office functions at headquarters. “Email traffic is getting heavier as we evolve our business processes for improved productivity,” said Fields. “We’ve cut down the use of faxes so that the staff doesn’t have to scan in the weekly restaurant invoices and reports after they are received. And we have minimized the use of standard mail and overnight deliveries. The time savings have really helped department productivity and the lower shipping costs really add up—especially when multiplied across 186 restaurants.”

As a result of becoming more email-centric, IT has been challenged to protect email traffic and block threats that could enter the company’s network through this channel. “If email is down for even a short period of time, we hear about it,” said Fields.

Solution

Protecting email was initially accomplished with an email security solution deployed on the mail server. When this layer of scanning began to significantly slow the server performance and impact email access for the company, IT looked for a gateway email security solution that could build in the protection they needed while freeing up the internal network and systems.

An evaluation of gateway solutions led the company to select Trend Micro™ InterScan™ Messaging Security Suite. This year Noodles & Company migrated the solution from software on a dedicated appliance at the gateway to its virtualized server environment. “Over the last three years, we have virtualized about 80% of our servers,” said Fields. “VMware

has made it easier to deploy and manage new applications—we avoid the cost and complexity of a new physical server for every new line-of-business application. It was very easy to install and set up the Trend Micro InterScan Messaging Security Virtual Appliance within our VMware environment. There was not much required configuration—it was very straightforward.”

The gateway security solution now filters out spam and combines reputation filtering with antivirus and antispyware to help Noodles & Company block threats that could result in the loss of confidential information. Outbound email is also scanned to ensure that threats are not being spread to the company’s partners. Besides supporting compliance initiatives, the Trend Micro gateway messaging security solution compliments the company’s virtualization initiative and helps to lower operating costs. “With the Trend Micro InterScan Messaging Security Virtual Appliance, email-related HelpDesk calls have dropped from three to six a week down to about one a month,” said Fields. “The solution is doing a better job for us, compared to relying solely on security at the email server.”

The success of the gateway solution led IT to evaluate other Trend Micro security solutions. After a pilot test of Trend Micro™ Enterprise Security for Endpoints, including the Trend Micro™ OfficeScan™ component, Noodles & Company has decided to switch from their previous vendor to the Trend Micro solution. “The web reputation protection built into the Trend Micro Enterprise Security for Endpoints does a great job of blocking the latest threats,” said Fields. “With Trend Micro, we definitely maximize our protection. Consolidating security solutions from one vendor also helps us simplify our environment and management tasks.”

The Trend Micro solutions deployed at Noodles & Company are powered by the Trend Micro™ Smart Protection Network™ infrastructure, a next-generation cloud-client innovation that combines sophisticated cloud-based reputation technology, feedback loops, and the expertise of TrendLabsSM researchers to deliver real-time protection from emerging threats.

Results

Compliance remains a strategic focus for Noodles & Company, and the latest Trend Micro security solution deployments strengthen the company’s compliance position. Fields explained, “As part of our commitment to keeping our infrastructure as clean and safe as possible, Trend Micro solutions definitely help us meet compliance requirements. And they take a huge load off other systems.”

Overall, Trend Micro solutions have also supported IT’s shift to a less reactive stance for security. “Before we introduced our multilayered solutions, we were constantly fighting fires and replacing systems,” said Fields. “About 30% of our week was taken up with battling attacks. Now, we spend next to no time dealing with threats because they don’t reach us. Trend Micro solutions and Smart Protection Network have helped us reach our goal of becoming more proactive. Why worry about cleaning up threats if we can keep them off of our network in the first place? Trend Micro has the right approach and is doing better than other security vendors when it comes to in-the-cloud protection. They help us prevent infections, and this is our key focus.”

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DEPLOYMENT ENVIRONMENT

- Headquarters and 186 company-owned restaurants across 15 states
- 200 computers at headquarters, plus point-of-sale and back-office systems in restaurants
- Trend Micro InterScan Messaging Security Virtual Appliance version 7
- Trend Micro Enterprise Security for Endpoints, 10.0
- Trend Micro Deep Security
- VMware virtualized server environment

Company Profile

Noodles & Company is about serving real food, real quick. Our menu features made-to-order noodles, soups and salads inspired from around the world that make everyone happy from kids to adults. Think Mac & Cheese, Pad Thai, Chinese Chop Salad and Pesto Cavatappi all under one roof. Within minutes of ordering, a fresh made-to-order dish will be delivered to the table on real china with real silverware. Nothing fake here. You also don’t have to clear your table or leave a tip. We just aim to please.

Noodles & Company is a collection of more than 225 neighborhood restaurants in 18 states (including both corporate and franchised owned), and growing. Please visit www.noodles.com to find a restaurant near you.

Trend Micro Security

- **Trend Micro Enterprise Security**
<http://www.trendmicro/go/enterprise>
- **Trend Micro Smart Protection Network**
<http://www.smartprotectionnetwork.com>
- **Trend Micro InterScan Messaging Security Virtual Appliance**
<http://us.trendmicro.com/us/products/enterprise/intercan-messaging-security-virtual-appliance/index.html>
- **Trend Micro Enterprise Security for Endpoints**
<http://us.trendmicro.com/us/products/enterprise/security-for-endpoints/index.html>
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