



Lavco Food Services

A PDI Case Study

Executive Overview

HQ: Swanpond, KY
Industry: Quick Service Restaurants
Size: 18 Stores
Solution: PDI Network Security Platform

Business Challenges

- Align with Arby's corporate policies while accommodating different POS systems at certain restaurants
- Overcome intermittent disruptions in Internet connectivity
- Reduce time-to-resolution for any technical issues



PDI's security capabilities help ensure PCI compliance.





“We’re highly focused on security, because credit cards represent our biggest potential vulnerability.”

– Chris Bowling, Lavco Food Services

Overview

As the operator of 18 Arby’s® restaurants in Southern Indiana and Kentucky, Lavco Food Services thoroughly understands the need to uphold the corporate brand while delivering a unique customer experience at each location. And, as a non-technical person who’s closely involved in all of the restaurants’ operations, owner Chris Bowling realizes the value of an easy-to-manage IT solution.

After experiencing ongoing technical support issues with his previous network provider, Bowling knew he had to find a better way to keep his restaurants running smoothly and securely. Acting on advice from his trusted technology partner he decided to make the switch to an innovative yet simplified network solution from PDI.

The Growing Need for Security and PCI Compliance

Bowling notes, “We primarily went with PDI for better support, but we also were interested in the 4G wireless backup system that would enable us to quickly fail over in case we lost an Internet connection.”

One of the core challenges for Lavco—and for many other quick service restaurants (QSRs)—was the fact that its 18 stores used a different point-of-sale (POS) system than the corporate Arby’s POS system. “We have to worry about potential vulnerabilities that we wouldn’t face if we had a chip-only credit card system,” Bowling explains. “We’re highly focused on security, because credit cards represent our biggest potential vulnerability.”



Prioritizing 4G Wireless Backup

Another key concern was the intermittent issues with various restaurants' broadband Internet connections. Because many of the restaurants are located in rural areas, some using DSL connections, they experienced connectivity disruptions—one of the reasons Bowling made 4G wireless backup such a high priority.

Bowling says, "My number one concern is that even if we lose our primary Internet connection, we must still be able to process credit cards. Security goes hand-in-hand with that, which is why we now use four layers of security."

A Modern, Cloud-Based Network

The PDI solution leverages a software-defined WAN (SD-WAN) platform that fundamentally changes the way distributed businesses deploy, secure, and optimize applications and technologies. The modern, cloud-based networking approach greatly reduces the cost and time to deliver new services across multiple locations.

In particular, the solution focuses on:

- Enhanced security: PCI-compliant cloud payment processing includes a hosted firewall.
- Business continuity: Enterprise-grade 4G/LTE wireless backup provides seamless failover in case a primary Internet connection goes down.
- Simplified installation: A plug-and-play network security appliance works with any type of network, and can be set up by non-technical employees.

A network security appliance now resides at each Arby's restaurant, connecting the back-office server and POS system to the PDI cloud and back-office operations software. "I really like the appliance," Bowling states. "All my equipment connected to the Internet goes through the firewall in the appliance."

A Stable Foundation for Growth

With the PDI solution now in place, Lavco has stabilized its IT operations and is embracing the next steps in its business growth. The company is currently focused on enhancing its PCI compliance process, with help from PDI.

Looking to the future, Bowling explains, "We would eventually like to go totally wireless. But we have to maintain the same strict security policies if we lose the primary Internet connection and it switches over to wireless. It has to be a seamless failover and backup process that's transparent to our customers."

He concludes, "We've been extremely pleased with PDI. We view technology as a way to be more productive, and then we like to turn that into a benefit for all our customers and employees."



Even if Lavco loses its primary Internet connection, it can still securely process credit card transactions.



Customer Results



Simplified management with multiple network functions in a single appliance



Avoidance of downtime if a primary broadband Internet connection fails



Faster, more reliable technical support so personnel can focus on core business objectives



Cloud-based solution for greater business agility



The support team really sets PDI apart. They're great at helping to resolve problems quickly.

– Chris Bowling,
Lavco Food Services