



Parker's Kitchen

A PDI Case Study

Executive Overview

HQ: Savannah, GA
Industry: Fuel stations and convenience stores
Size: 70 locations
Solution: PDI XDR Complete Service

Business Challenges

- The rising threat of ransomware
- Difficulty in hiring and retaining skilled IT staff
- The need to automate security processes



Round-the-clock
cybersecurity
monitoring from
the PDI Security
Operations Center
(SOC).





PDI cybersecurity expertise allows Parker's Kitchen to concentrate on growing its business.



As Parker's Kitchen accelerated the modernization of its business, it found itself struggling to find, hire, and retain skilled IT professionals. With the company embracing more digital marketing, adding mobile ordering, and becoming more foodservice-centric, it also realized it would need better solutions to streamline its digital transformation.

According to Scott Smith, Senior Director of IT, "Everyone is trying to navigate this changing business environment. We need to bring in solutions that are easy to use and free up decision makers to grow the business. We want our people engaging with customers, not sitting behind their computers."

To overcome the challenge of trying to hire new IT team members, Parker's Kitchen has turned to PDI Technologies for solutions and services that augment its internal teams. One of those services involves utilizing PDI as a managed security services provider (MSSP).

Smith notes, "We didn't have the proper staffing to handle cybersecurity in-house. We looked at whether we wanted to hire and train everyone up, but it just wasn't feasible. At that point, we decided to bring in the PDI XDR Complete service."

In particular, the ability to deliver continuous threat monitoring and real-time response outside of standard business hours was a big part of the decision to work with PDI. The ability to provide 24/7/365 coverage and leverage the latest cybersecurity tools and techniques also stood out.



The coverage PDI delivers lets our people focus on strategic projects that improve customer engagement.

- Parker's Kitchen



Preventing ransomware and other advanced cyberthreats is critical for success in the convenience industry.



Smith highlights the fact that PDI has cybersecurity experts who are already trained to protect convenience retail environments against ransomware and advanced cyberthreats. He explains, "Because the PDI team is dealing with any cybersecurity issues, it's much easier for us to focus on our core IT functions. We don't have to worry about following up, because PDI is always following up with us—which is always good."

Smith concludes, "XDR just works. It's a best-in-class solution for the convenience industry. PDI is really good at helping us augment our team and accelerate our business."

Customer Results



24/7/365 monitoring by cybersecurity experts



Strengthened security posture for peace of mind



More time to focus on strategic IT projects



PDI is always innovating and thinking about the future. That pushes us to do better.

- Parker's Kitchen