

## Case Study: Restoration Hardware

*“Solidcore S3 Control has enabled us to automate many of our PCI compliance reporting requirements. We can now produce the required compliance reports with no manual effort, saving us time and money that we can redirect towards strategic business initiatives.”*

Jeff Turner  
Chief Information Officer  
Restoration Hardware



## RESTORATION HARDWARE

**Industry:** Retail

**Goal:** PCI compliance

**Deployment type:** Deployment across entire e-commerce infrastructure

**Benefits:**

- Automatically generated reports satisfy PCI compliance requirements with no manual intervention required.
- Elimination of unauthorized change throughout the e-commerce environment on a global basis
- Improved incident response

### **Company Profile: Restoration Hardware**

Founded in 1979, Restoration Hardware (NASDAQ: RSTO) is the leading purveyor of high quality textiles, furniture, lighting, bathware, hardware and unique “discovery” items. These are products of lasting value and classic design, and all are imbued with a brand that speaks to superb taste and a free-spirited individuality. From the Restoration Corporate brochure:

*In everything we do, our philosophy is simple: We want to surround ourselves with what we love. We want to inspire laughter as well as thought. This is more than our way of finding and selling products; it's a way of life we highly recommend.*

It's a way of life that led to over 100 stores in 30 states, and a strong online and catalog presence.

### **Business Challenge: Controlling Change on e-Commerce Infrastructure**

Given the rapid increase in their online business, and the importance of web transactions to their overall business, Restoration Hardware was looking to improve process and gain better control over their e-commerce platform. In particular, they were looking for an automated way to control changes on their e-

commerce platform. This requirement was primarily driven by their need to demonstrate compliance with the PCI standard (which applies to systems on which credit card data is stored) to their auditors. However, they did expect to gain operational benefits, including higher system availability and higher change success rates – all indications of process efficiency improvements.

## Solution Requirements

---

The most visible and urgent issue facing Restoration Hardware was the manual nature of their compliance auditing. When their auditor wanted proof that the published change process had actually been followed, they went through an expensive and time-consuming process of manually reconciling application change logs with approved change documents. To automate this process, as well as gain some operational efficiencies, Restoration Hardware was looking for a solution that gave them:

- The means to automatically reconcile changes against approvals and produce adequate compliance reporting for their auditors.
- The ability to restrict changes to their e-commerce platform to take place only within published maintenance windows.
- The ability to minimize operational disruption to their existing tools and workflows.

## Solidcore Solution: S3 Control

---

Based on these requirements, and after a search of available products, Restoration Hardware determined that Solidcore S3 Control was the right solution to enable them to meet their compliance and operational efficiency goals.

Among the benefits that Solidcore S3 Control provides to Restoration Hardware are:

### Real-time visibility

- Track and document changes to e-commerce infrastructure in real-time
- Provide alerts of change to critical systems and unexpected change, particularly during fiscally sensitive periods

### Insight & accountability

- Use change information to automate compliance reporting
- Use change search for quick root cause analysis

## Enforcement

- Enforce stringent change policy, particularly during fiscally sensitive periods (e.g. end-of-year lockdowns during holiday rush)
- Enforce weekly maintenance windows

Solidcore S3 Control addressed all of the Restoration Hardware solution requirements, and did so with very low operational and administrative overhead.

## Restoration Hardware Benefits

---

Restoration Hardware has deployed Solidcore's solution on their entire e-commerce infrastructure. In the time that Solidcore has been functioning in their environment, they have seen dramatic operational improvements. Specifically,

### Reduced manual effort required for compliance

- Previous approach to providing compliance documentation to auditors involved manual reconciliation of actual change logs to approved change requests. This approach was error-prone, expensive and time-consuming.
- With S3 Control deployed, automatically generated reports satisfy PCI compliance requirements with no manual intervention required.
- Solidcore operates in the Restoration Hardware environment with negligible system overhead.

### Change processes enforced, leading to higher availability

- A big issue at Restoration Hardware was their inability to enforce change policies, particularly during fiscally sensitive times such as the end-of-year holiday shopping season.
- With Solidcore S3 Control, authorized maintenance windows are tightly controlled. This has eliminated unauthorized change throughout the E-commerce environment on a global basis.

### Improved incident response

- Ability to perform root cause analysis to diagnose system failure was limited by lack of real-time and comprehensive change information.
- With S3 Control, collecting detailed real-time change information led to improved service levels via enhanced remediation and forensic capabilities.