

Case Study: StoreNext Retail Technologies, Inc.

"With S3 Control operating in concert with all StoreNext server, workstation and POS terminal operations, grocers don't have to play virus-roulette with daily downloads. Hoping to get antidotes in time — and that they won't cripple mission-critical software — is not a winning security strategy. Eventually you lose; it's only a matter of time."

Tony van Seventer
Vice President of Marketing and Products
StoreNext[®]



Industry: Retail Technology

Goal: Reduced support costs

Deployment type: Multi-level deployment across POS devices and back-office infrastructure at independent grocers via their dealer network

Benefits:

- Significant reduction in ongoing support and maintenance costs
- Reduced number of in-field breakage incidents
- Reduce time spent on monthly test and patch distribution cycle

StoreNext: Company Profile

StoreNext Retail Technologies (LLC) was formed in 2002 as a joint venture of Retailix USA Inc. (NASDAQ: RTLX) and Fujitsu Transaction Solutions Inc. StoreNext was created to integrate and deliver the very best in POS Software, hardware, store applications and Internet Connected Services to the Independent Grocery market.

StoreNext has a large and growing SMB customer base with demands to support newer technology, and hence the need to lower their current operational costs. Quoted from their website,; "With a worldwide installed base of over 200,000 checkout lanes, StoreNext's ISS45 brings the most powerful POS technology easily within the technical and economic reach of even the smallest grocer. StoreNext's 2005 acquisition of ScanMaster, with its 4,000 regional chain and independent users, and the "TCI" products has further served these users with expanded features, interfaces and support."

Business Challenge: Reduce Support Costs

StoreNext has a large and growing dealer and independent grocer customer base. It was important for them to keep their support costs low and focus on expanding their core business. Several evolutionary factors in their deployed POS environment made this a challenge:

- Their dealer and end-customer POS environments were becoming increasingly networked.
- Systems were increasingly running on commercial operating systems with many commercial applications to be flexible to support technology advances.

- Multiple dealers were making updates or servicing the POS environments.

All of the above made these environments vulnerable to unauthorized changes and to security threats applicable to white box PCs'. However, the end-customers wanted these systems up and available with high SLA. To achieve this, they needed to gain better control over the state of the Point-of-Sale (POS) devices and back-office servers. They wanted to reduce the number of incidents due to unauthorized changes or existing or zero day threats; reduce the amount of time spent in validating the patches to be rolled out; reduce the number and the frequency of patching; and reduce the dealer training needed per patch rollout.

Solution Requirements

For StoreNext, the key to driving down the support costs was the reduction of the touch points and support incidents across their large base of SMB grocers. StoreNext was looking for a solution that gave them the ability to:

- **Gain control over deployed devices:** Have better control over the state of the deployed POS devices and back-office servers; control what was installed and running on them, thereby securing them against any existing and zero day threats and reducing in-field breakage and downtime.
- **Reduce patching:** Reduce the overhead from frequent patching and maintenance of deployed POS devices and back-office servers.
- **Reduce in-field breakage:** Control the state of the device to reduce in-field breakage, as it passed through multiple dealers in its multi-stage manufacturing process and while in-production; to ensure that only the software authorized by StoreNext gets installed on the devices.
- **Low touch:** Provide a solution that worked out of the box and required little or no training of their large and distributed dealer network.

Solidcore Solution: S3 Control

Based on these requirements, and after a search of available products, StoreNext determined that Solidcore's S3 Control for Embedded was the right solution to enable them to meet their support, control, and security goals.

Among the benefits that Solidcore's S3 Control for Embedded provides to StoreNext are:

Device Security

- Keep in-production POS devices and back-office servers secure against any security risks from zero day, polymorphic attacks : via malware such as worms, viruses, Trojans; code injections like buffer-overflow, etc.
- Eliminate emergency patching, reduce number and frequency of patching cycles, enable more testing before patching.

- Reduce security risk for difficult to patch systems (distributed, remote, small in number with no local dealer support available).
- Reduce cost of operations via both planned-patching and unplanned recovery downtime and improve device availability.
- Reduce support costs by reducing number of touch points for small end customers.

Device Control

- Enforce StoreNext's change policy of allowing only software updates authorized by StoreNext to be applied to the in-production systems. Enforce their policy that mid-tier dealers and end customer cannot install/uninstall/upgrade/modify base software image shipped when devices are in production; while retaining the flexibility to enable the dealer network to make necessary software updates.

Seamless Integration

- Seamlessly support StoreNext's processes and procedures during manufacturing and in-production for updating software provided by StoreNext or it's dealers to the deployed devices.

Solidcore S3 Control for Embedded addresses all of the StoreNext solution requirements, and with very low operational and ongoing administrative overhead.

Deployment

StoreNext is rolling out S3 Control for Embedded on their newer versions of ISS45 and ScanMaster applications running on back-office servers and every POS device connected to them. They are rolling this out for existing and new independent grocers. Figure 1 below represents the deployment architecture of a StoreNext's independent grocer with Solidcore software deployed.

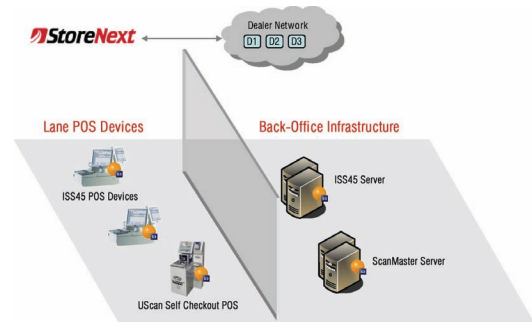


Figure 1: Independent Grocer Deployment with Solidcore

StoreNext Benefits

With Solidcore software deployed at their customer sites, StoreNext is expecting to significantly reduce its ongoing support and maintenance costs by reducing the number of in-field breakage incidents that it had to address due to unauthorized changes and security threats. In addition, they expect to reduce the amount of time spent on monthly test and patch distribution cycle by reducing its frequency to quarterly, to begin with.