

**The Organization**

Dolphin Fast Food  
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**The Challenges**

- Secure WLAN to comply with PCI and corporate regulations
- Reduce cost and complexity
- Eliminate downtime and unreliable service

**The SonicWALL Solutions**

- SonicWALL Consolidated UTM
- SonicWALL TZ 190 Wireless
- SonicWALL NSA 3500

**The Results**

- Comprehensive protection to meet regulatory compliance
- Significantly greater performance and reliability
- Easier to deploy, configure and manage
- Lower total cost of ownership (TCO)

Dolphin Fast Food, Inc., (a subsidiary of Dolphin Staffing®), operates 19 Burger King franchises in Minnesota. The company's corporate headquarters LAN infrastructure includes over 10 primary servers and approximately 80 PCs. At each restaurant, there is a local area network (LAN) dedicated to supporting the point-of-sale (POS) cash register system.

As a benefit to its Burger King customers, Dolphin Fast Food provides free-of-charge guest Internet access in each of its franchise dining rooms over a separate, segregated WLAN. At any given location, there are on average two or three customers using WiFi at any given time. It also makes it easier for visiting executive managers to VPN back to headquarters.

"WiFi has become a staple at fast food and quick casual restaurants," said Greg Dolphin, President of Dolphin Fast Food.

**The challenge: Reliable and compliant wireless access**

Initially, however, the company's wireless deployment proved unreliable.

"We would get complaints when the service went down," said Adam Gilman, Systems Administrator at Dolphin Fast Food.

Cobbled together as a fragile daisy chain of separate devices, the initial configuration increased downtime, costs and complexity. Each franchise required the separate purchase, deployment and maintenance of a Netgear® ProSafe VPN Firewall FVS318 for the office network; a Sputnik® Hotspot as a wireless access controller; and a Linksys® 4port router as a DMZ to segregate the POS network. When any of these devices on the chain had issues, it undermined the entire network.

"The Netgear VPN would lock up and need rebooting twice a day, preventing IT from remotely supporting the registers," said Gilman. "After a while we just gave up."

In addition, the company was experiencing malware attacks that had overwhelmed both its firewall and its desktop antivirus software. The company also suffered network outages that Gilman traced back to failures with the wireless access points. Moreover, the configuration was cumbersome and expensive to deploy and maintain.

From a security standpoint, as a franchisee, the company needed to comply with security requirements of the Burger King Corporation, including the ability to block content inappropriate to family-themed restaurant environments. As a retailer conducting credit card transactions, the company needed to comply with Payment Card Industry Data Security Standard (PCI) regulations, including the ability to segregate the POS LAN from the guest WiFi WLAN.

After researching a range of solutions to meet the company's needs, Gilman engaged the assistance of Mytech Partners®, Inc., a SonicWALL® Gold Medallion Partner, in selecting a solution. Mytech recommended the SonicWALL TZ 190 Wireless at the distributed locations, and a SonicWALL Network Security Appliance (NSA) 3500 at corporate headquarters.

## Dolphin Fast Food/Burger King Franchisee Case Study

*"At each site, we were able to consolidate three separate devices into one SonicWALL TZ 190 Wireless."*

—Adam Gilman  
Systems Administrator  
Dolphin Fast Food

### SonicWALL Benefits

- Best-in-class consolidated UTM
- Gateway anti-virus, anti-spyware, intrusion prevention, application firewall, and content filtering
- Multiple SSID wireless



### The solution: Consolidated clean wireless

"At each site, we were able to consolidate three separate devices into one SonicWALL TZ 190 Wireless," said Gilman.

SonicWALL Unified Threat Management (UTM) firewalls now consolidate Clean Wireless, Clean VPN™, Comprehensive Anti-Spam, Application Firewall, Gateway Anti-Virus, Anti-Spyware, Intrusion Prevention and Content Filtering into a single high-performance platform that can deliver seamlessly coordinated protection without compromising network throughput. They also reduce the cost and complexity associated with acquiring, deploying, operating and administering separate multi-point products by consolidating multiple security technologies in one easy-to-use, affordable UTM appliance.

The TZ 190 Wireless enables multiple SSIDs to have dedicated authentication and privacy settings while sharing the same physical infrastructure, providing logical segmentation of secure wireless network traffic and secure customer access. The dual protection of the SonicWALL Clean Wireless solution enables Gilman to make his wireless networks as secure as wired networks by encrypting wireless traffic and decontaminating it from network threats while also protecting the network from wireless attacks. The solution also establishes clean, reliable site-to-site VPN tunnels between the franchises and the NSA 3500 at headquarters.

### The result: Easy and affordable compliance

The company's President is very pleased with the results. "SonicWALL helps us comply with both PCI and Burger King corporate policy, while simplifying the whole process of restaurant computer communications and WiFi," said Dolphin. "Once you get SonicWALL in, everything is taken care of from a cost-effectiveness standpoint." The SonicWALL solution has enhanced the company's security. "We were able to add gateway anti-virus, intrusion prevention, spyware protection and content filtering for our guest and staff WiFi," said Gilman. "We haven't had any major incidents since deployment. Our malware problems are essentially eliminated."

In addition, the solution has reduced complexity and overhead costs. "Mytech helped us define the standard configuration, so getting up each restaurant just required changing the IP scheme and Internet connection," said Gilman. "And now I can remote back through the VPN anytime to troubleshoot store issues." Another result of the solution is enhanced performance and productivity. Now both customers and visiting management can depend on reliable service levels. "Our VPN throughput has increased over three-fold, even while providing higher levels of encryption than before," said Gilman. Gilman is also impressed with how easy the solution is to manage. "I've dealt with Cisco® and Watchguard® in the past," said Gilman. "The SonicWALL interface is so much easier to use, and the firewall is much more stable. I've never had a problem with my SonicWALL NSA 3500."

### The future: Continuous data protection and global management

Building up on this successful deployment, Dolphin Fast Food and Mytech Partners are looking ahead to providing the company with additional opportunities for security consolidation.

"We have looked into both Continuous Data Protection (CDP) and the Global Management System," said Gilman. "Both are possibilities in the future."

"SonicWALL has always been on the leading edge of adapting to market requirements," said Nathan Austin, Technical Advisor at Mytech Partners, "so whether it's PCI requirements today or something new next year, with SonicWALL's security subscriptions you can rest assured you won't need a forklift upgrade."

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