

SUCCESS STORY

How Convenience Store Retailer Weigel's Achieved Continuous Threat Prevention with ControlScan Managed Detection and Response (MDR)



Overview

[Weigel's Farm Stores](#) (Weigel's) operates a chain of convenience stores in East Tennessee. From its humble beginning in 1931 when it began selling raw milk produced from its "herd" of four cows, the fifth-generation, family-owned business has grown steadily and today includes 68 stores, employing more than 3,000 team members.

With their polished store aesthetics and high-quality products, Weigel's continually advances the convenience store model, establishing industry best practices that transcend far beyond the southeastern United States.

While expanding both its physical and digital footprint over the past several years, Weigel's realized its cybersecurity vulnerabilities had become more prominent, involving a complex network that includes critical operating systems as well as sensitive customer data. Protecting those assets is paramount to preserving its reputation as an industry-best retailer with fiercely loyal customers.

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01.

Client Background



3,000+
Team
Members



68
Store
Locations



89
Years in
Business



2019
CStore
Decisions
Chain of the
Year

Quick Facts

The Client:
Weigel's

Industry:
Convenience and Fuel Retail

Headquarters:
Powell, TN

02.

The Challenge:

Keeping Up with Network and Endpoint Security

The convenience store industry has come under siege by data attacks, with cyber criminals targeting critical operating systems as well as customer card information. The attacks have yielded significant returns—little surprise, as most retailers are ill-prepared to prevent these sophisticated attacks from compromising their endpoints.

“The convenience store industry operates on razor thin margins, and unfortunately IT is usually the last thing considered,” says Greg White, IT director of Weigel’s. “Malicious groups understand that, and they are focusing their attention on us. They recognize the vulnerabilities and opportunities.”

With limited IT resources and a staff that was already strained, managing security threat detection and response internally became impractical for Weigel’s. Much of White’s team spent a disproportionate amount of time updating legacy antivirus products, leaving them little time to attend to proactive threat management. “None of us were getting any sleep at night,” White says. “Our staff is so small, we were responding to calls and looking at logs at two o’clock in the morning. It was impossible for us to keep up.”

Choosing a solution was fraught with challenges. Weigel’s needed advanced protection that didn’t compromise performance *and* that was compatible with its existing hardware infrastructure. No easy task. It also had to be easy to deploy, maintain and update, thereby freeing its IT staff to attend to other corporate security concerns. And most important, it needed to deliver results, not promises.

The [2019 ControlScan Managed Detection and Response Survey](#) found that 58% of SMBs consider a shortage of in-house cybersecurity skills to be their biggest security operations challenge.

“Maintaining security for our resources and the financial data of hundreds of thousands of customers, that’s a very heavy weight to bear. It’s simply not possible in this age to do it effectively on your own. You have to have a partner.”

- Greg White, IT Director, Weigel’s

03.

The ControlScan Solution:

Managed Detection and Response

After assessing Weigel's risks and internal IT capabilities, ControlScan recommended its [Managed Detection and Response \(MDR\) service](#) to effectively manage the company's network and endpoint security.

The ControlScan MDR service includes a rich mix of crucial threat detection and prevention activities, powered by SIEM and AI-driven endpoint security. But while these components automate critical tasks (at impossibly fast speeds), it is MDR's human monitoring that ensures everything runs smoothly.

MDR taps the abundant resources of ControlScan's [Security Operations Center \(SOC\)](#), a 24x7 operation that provides comprehensive threat monitoring, detection and targeted response services. That's dedicated, high-level expertise that maintains watch over the security of a network, no matter its complexity.

MDR relieves the strain placed on internal IT departments, identifying intrusions in real-time and preventing them from executing on system endpoints.

Capabilities include:

- Running targeted threat hunting sequences to trace anomalies;
- Examining alerts to separate true concerns from false positives; and
- Addressing and mitigating threats in real-time.

Additionally, the ControlScan MDR service alleviates the time-intensive chore of maintaining logs, as it collects, aggregates and normalizes an organization's log data from servers, endpoints, applications and security devices. This delivers a critical time and resource savings, freeing up IT resources to focus on growing their company's business.

“ControlScan’s MDR solution was developed for the little guys. And in an industry with tens of thousands of mom-and-pop operations, that’s extremely important. Most people forget about the little guys. Not ControlScan. Not only do they look out for the smaller operations, their solution is scalable and grows with you as your footprint expands.”

- Greg White

Why They Prefer ControlScan

Exceptional Service

Weigel's has worked with ControlScan and its predecessor companies since 2009, relying on them for a myriad of IT security and networking tasks.

"There are a lot of companies to choose from today, but I have not experienced the caliber of service that ControlScan provides," White says. "To have people writing all new parsing rules within two days so that I can move forward on a major project, that's unheard of. But ControlScan gets it done."

A True Partnership

"ControlScan doesn't operate like a 'vendor,' and they don't treat us like a 'customer'; it's a true partnership," White says.

C-Store Specialization

ControlScan understands the challenges that are unique to the convenience store industry. "Other companies try to lump us with big box dynamics; not ControlScan," says White. "They specialize in the c-store space and that experience shows in everything they do. Their entire approach is strategic and deliberate; tailored for us."

Up and Running

The ControlScan MDR deployment replaced numerous piecemeal security solutions Weigel's had been managing. "We kept throwing new things at the ControlScan team and they continued to integrate them into a comprehensive solution," says White. "We had everything up and running quickly and seamlessly."



A Committed Relationship

Since 2009, Weigel's has looked to ControlScan to protect its most valuable assets, a deliberate choice that reflects years of demonstrated success.

"There are hundreds of vendors in the cybersecurity space," notes White. "But we've known ControlScan's top executives from the very beginning, and they have a deep-rooted interest in our growth and success."

That commitment is rare in an industry that continues to evolve. "The security threat landscape has changed immensely in the 11 years of our ControlScan partnership," White adds. "But through it all, ControlScan has demonstrated consistency in its high level of expertise and the unwavering integrity of its team members."

04.

The Result:

24x7 Eyes on the Weigel's Network

Since deploying ControlScan MDR across its network and endpoints, Weigel's has achieved continuous, real-time insights into the security of its entire enterprise, all while under the watch of experts at the ControlScan SOC.

The numbers tell a compelling story:

- 68 stores
- 69 POS systems
- 145 endpoints
- 68 wireless devices

With MDR, Weigel's can access automated reports from any digital device, neatly organized in a customized, online dashboard. "At a glance, I can quickly find any security event or incident; who's logged into our system, PCI logs, authentication reports," White says. "If I see something unfamiliar, I can investigate it."

Weigel's retains control over filtering, adding customized rules to comply with corporate guidelines. "We don't want our people on social media during work, for example," says White. "So if they do access these types of sites, we get an immediate alert. These alerts help us maintain a secure environment."

ControlScan notifies Weigel's of all questionable threats, allowing it to act against real ones while dismissing those that are inconsequential. Either way, everything is addressed immediately, and real intrusions are appropriately elevated and addressed.

Asked to summarize the ControlScan relationship, White says, "Unless you have a partner with cybersecurity specialization and round-the-clock operations like ControlScan, you're doing it yourself. Or worse, not doing it at all. And if you're doing it yourself, you're not sleeping."

“With ControlScan, I know that I’m secure. I’ve got a partner that is monitoring my system 24 hours a day. And that takes a lot of pressure off me and my team.”

- Greg White

More About ControlScan

We've got your back.

ControlScan managed security and compliance solutions help secure IT networks and protect payment card data. Thousands of businesses throughout the U.S. and Canada partner with us for easy, cost-effective access to the expertise, technologies and services that keep cyber criminals and data thieves at bay.

Visit us today at ControlScan.com.



Technology and Services Provided

- 24x7 Network Monitoring
- Managed Detection and Response
- Endpoint Detection and Response
- Managed UTM Firewall
- ASV Vulnerability Scans
- Network and Application Layer Penetration Testing
- PCI DSS, P2PE, PIN, SSF, PA-DSS and HIPAA Assessments, Advisory and Analysis
- Cybersecurity Consulting and Analysis

