Lieberman Software's Windows Management Tools Help Retail Chain Maintain Regulatory Compliance and Security

In the world of convenience stores, change is the norm. Constantly updated product inventories, staff turnover, store expansion and high transaction volumes are common.

To compete in this environment convenience store operators must be agile enough to proactively manage change. Through its 60 year history, Wesco, a family-owned and operated chain of 51 stores based in Muskegon, Michigan, has demonstrated its ability to compete in the marketplace. A factor in the company's success is a dynamic and forward-thinking IT department.

The Situation

Jeremy Dykman, Network and Security Administrator at Wesco, oversees a Windows-based network that serves a corporate office, 51 stores, a distribution facility, transportation department, bakery and energy department. The company runs Windows Server 2008, Windows Server 2003, and Windows XP computers throughout its infrastructure.

Several years ago Dykman faced a new set of challenges when Wesco expanded its compliance with the PCI-DSS audits that verify retailers' payment card data security. For the first time, the company was mandated to change administrator passwords on their systems every 90 days, and to provide auditors with reports that prove the necessary changes were made.

"Before PCI we didn't really have a need to change passwords on the registers, fuel controllers and back office computers in our stores," Dykman said, "because no one was physically logging on to them. The only

Customer Profile
Founded in 1952, Wesco is a family-owned and operated chain of 51 convenience stores based in Muskegon, Michigan. www.gowesco.com

Situation
To comply with PCI-DSS regulatory mandates and achieve security best practices, Wesco needed to regularly update administrator passwords and document the changes.

Solution
Lieberman Software's User Manager Pro Suite and Task Scheduler Pro were deployed to all sites in the Wesco network.

Result
Windows administrator passwords are automatically changed every 90 days, and all changes are audited.

place we were really doing password updates was at the corporate office. PCI changed all that."

The Solution

Dykman researched products that would let him change administrator passwords quickly and efficiently on systems across all of his sites and found Lieberman Software's User Manager Pro Suite™ (UMPS).

This security management suite includes two tools - Random Password Generator and Password Recovery

Console - with the functionality Dykman needed to manage all of the organization's administrator credentials. Random Password Generator automatically updates local administrator accounts with new passwords, while Password Recovery Console lets delegated users retrieve current administrator passwords through a secure web interface.

Dykman deployed UMPS to his network and quickly fulfilled the password management requirements of his annual PCI-DSS audit.

On Wesco store registers there are no end-users who need to know the admin passwords. So every 90 days Dykman opens UMPS and brings up all of his systems. He has a registry entry that lets Windows XP bypass the login screen and automatically log in without entering the password each time.

"I change all the passwords on all the systems in Active Directory in seconds, and then I go into the registry entry where I've created a job in UMPS and update that entry with a new password," he said. "UMPS sends the new passwords to all of our stores, updates all of our systems and, in literally a minute, it's done. Later, I can show our PCI auditor reports of all the password changes that we've implemented."

Because UMPS is a comprehensive Windows management suite, Dykman has found many additional uses for these tools over the years. UMPS has allowed him to push out new local users and groups to devices, push and run batch files across the network, and send messages to notify front line associates about issues that affect them.

"Let's say a certain type of payment card transaction slowed down in our system," Dykman said. "We can quickly send a message that pops up on every register

saying: 'this type of transaction is running slowly. We're aware of the problem and working on it.' Then we can send out another message when it's fixed. It's quicker than using email."
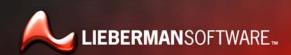
> *"UMPS is great for me because I hardly have to spend any time on password management."*

In addition to UMPS, Wesco also relies on Lieberman Software's Task Scheduler Pro™ (TSP), which lets users view, manage and report on scheduled tasks for every managed Windows system on the network. With TSP, Dykman finds it easy to run daily, weekly and monthly tasks on remote Windows computers – including system defrags, database optimization, and others.

"We wanted a way to create scheduled tasks without having to remote to each individual machine and configure it," Dykman said. "We'd rather set up tasks centrally and copy it out to every location. TSP saves us a lot of time and allows us to push out those tasks without interfering with any IT processes going on in the stores. It runs in the background and doesn't interfere."

The Result

After several years of using Lieberman Software tools, Dykman cites significant time savings as a primary benefit for his IT group.

"Prior to PCI-DSS we were only doing manual password changes," he said. "UMPS is great for me because I hardly have to spend any time on password management. Store employees have to log out of their systems when password updates occur. We tell them to do that at exactly 9:00. At literally 10 minutes to 9:00 I open UMPS, do my stuff and hit send. It goes through and does all the password updates automatically. By 9:00 the employees can log back in and we're good to go."

Dykman also mentions the security benefits of UMPS.

"UMPS helps us comply with security best practices. If someone, either inside the company or out, managed to get an old administrator password and tried to hack our systems, it's nice that those passwords will already be changed to take that ability away."

About Lieberman Software Corporation

Lieberman Software provides privileged identity management and security management solutions to more than 1000 customers worldwide, including 40 percent of the Fortune 50. By automatically discovering and managing privileged accounts everywhere on the network, Lieberman Software helps secure access to sensitive systems and data, thereby reducing internal and external security vulnerabilities, improving IT productivity and helping ensure regulatory compliance. The company developed the first solution for the privileged identity management space, and its products continue to lead this market in features and functionality. Lieberman Software is headquartered in Los Angeles, CA with an office in Austin, TX and channel partners throughout the world. For more information, visit www.liebsoft.com.