



CASE STUDY

Global Restaurant Chain Adopts Secure SD-WAN to Improve Connectivity and Security in Brazil

Burger King Brazil, head franchisee of the Burger King and Popeyes Louisiana Kitchen chains, oversees all BURGER KING® and POPEYES® restaurants in Brazil. BURGER KING® has been present in the country since 2004 and has more than 800 stores across all states. POPEYES® began Brazilian operations in 2018 and currently has 23 restaurants. The company serves thousands of people daily and relies on its internal network to carry out transactions ranging from customer orders to data collection. The data collected includes—among other things—customers’ taxpayer IDs (known in Brazil by their Portuguese acronym CPF) and ID cards for issuing invoices.

As the restaurant network continues to grow and the number of customers increases proportionally, so do the infrastructure and digital security requirements. This led Burger King Brazil to look for solutions that met its visibility and network control needs in order to improve its internal database and customer security across all corporate and restaurant locations.

Network Visibility for Greater Control and Security

Burger King Brazil recently carried out internal performance evaluations of its security infrastructure, concluding that it was time for a renovation. The organization then decided to host a competition between cybersecurity market vendors in search of simplified, customized solutions that would meet the challenges of improving network visibility, increasing information security, and broadening and automating network process control.

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An additional benefit related to network transparency is centralized management through solutions such as FortiManager, which Burger King Brazil deployed for resource management. The company’s Infrastructure and Telecom team, which is led by Wendel Bitencourt, also implemented FortiGate Secure SD-WAN to reduce the costs of internet connectivity by allowing the use of cheaper, more targeted, and secure connections.

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Details

Customer: Burger King Brazil

Industry: Retail

Location: São Paulo, Brazil

Fortinet's FortiGate Secure SD-WAN and FortiManager proved to be essential technologies for Burger King's infrastructure, enabling the restaurant chain to streamline operations, prioritize core business activities, and improve in-store internet availability. Because of joint work with the Information Security team, which is led by Wellington Capitani, these solutions also addressed in-store connectivity issues across all restaurants.

FortiGate Secure SD-WAN, along with the various other Fortinet solutions deployed, meets even the most robust availability needs, helping Burger King Brazil's Operations Technology team (managed by Marcelo Rezende) to reduce the total number of open connectivity-related incidents by approximately 26%.

"Through this increased visibility, we discovered a latency issue in our restaurants' internet network that remained hidden until FortiAnalyzer, IPS, and the Secure SD-WAN solutions were implemented," Malheiros recalls. "The system itself made periodic internet calls to test the broadband connection, a process that consumed almost all our internet data allowance. Just over a month after implementation, we were able to avoid the loss associated with these calls."

With guaranteed data protection and proactive internet links, Burger King Brazil is now able to measure and control consumption, filter web browsing, block malicious file downloads, and reduce both the financial risks and high technological costs that come with a decentralized management.

All results are well-aligned with the company's focus on achieving a centralized management infrastructure in order to create resilience between restaurants and data centers. This allows the restaurant chain to have a security incident response strategy in place for future risks.

Recommendations for an Effective Security Strategy

The company identified four pillars to target with its new security strategy: increased visibility, improved control, automated IT workflows, and most importantly, increased security. When implementing a project, these four pillars must be addressed thoroughly. The company analyzed several possible solutions throughout its search process, but, after careful evaluation, ultimately decided Fortinet was better poised to fulfill these pillars through its technologies.

In a bid to improve internal data security, Burger King Brazil structured the project with these carefully mapped-out pillars based on existing challenges and the IT department's goals. The company was also mindful of the stakeholders involved, including employees and internal and external customers. To meet their requirements, Burger King Brazil sought out industry-leading solutions.

Next Steps

Having achieved highly satisfactory results during the first implementation stage, Burger King Brazil sought to include Fortinet's product portfolio to address future growth. This includes adding FortiClient as part of its antivirus deployment and optimizing web application filter configurations for all corporate and restaurant network points.

"We have a growth plan aimed towards restaurant launches, where Fortinet solutions will be standard, including FortiSwitch and FortiGate next-generation firewalls (NGFWs)," Malheiros notes. "By the end of the year, we plan to implement these new solutions across 150 restaurants."

Burger King Brazil plans to adopt the entire Fortinet Security Fabric architecture, not just the firewall and switch solutions. Knowing that restaurants are a concentrated source of attack vectors and an attractive target for cyber criminals, the company plans to deploy FortiGate NGFWs in all locations along with FortiWeb and application control measures. Burger King Brazil's vision is to achieve comprehensive security through the Fortinet Security Fabric.

Business Impact

- 26% reduction in open connectivity-related incidents
- Avoidance of excessive internet data consumption associated with background broadband connectivity checks
- Improved security of client database and internal network
- Better cyber-threat detection and risk identification
- Simplified custom security solutions for corporate offices and restaurants
- Greater control of internet traffic and optimized utilization of wide-area connections
- Centralized and agile network and cybersecurity process management

Solutions

- FortiGate
- FortiGate Secure SD-WAN
- FortiManager
- FortiAnalyzer
- FortiSwitch

