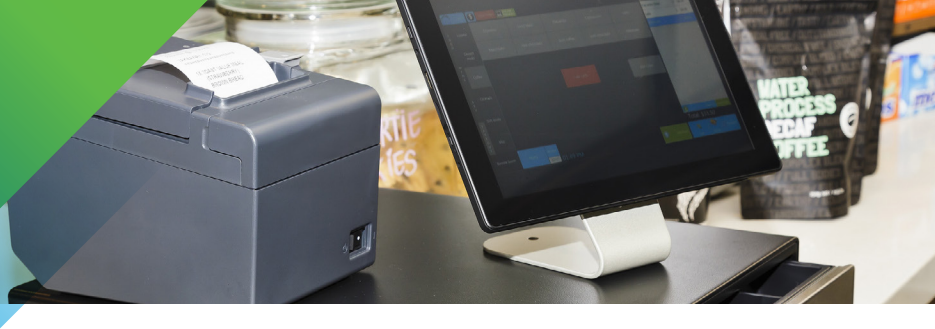
CUSTOMER SUCCESS STORY



Domino's Pizza Japan Strengthens Their Endpoint Security Posture

Domino's Pizza Japan pioneered pizza delivery in 1985. Since then, the company has expanded their business and placed a focus on developing innovative new services—such as their online ordering system, developed in 2004 when phone ordering was still popular—while maintaining their status as an industry leader. Recently, Domino's replaced their existing antivirus (AV) tool with the VMware Carbon Black Cloud Endpoint™ Standard solution, protecting all of their endpoints and point-of-sale (POS) servers at 551 branches across Japan.

Using technology for high-quality service

Domino's first introduced their online presence in the early 2000s, and since then has implemented new systems such as a Pizza Tracker and a GPS Driver Tracker service. Their goal with these technological advancements has been to improve the overall experience for their customers. In addition to focusing on a customer-centric model, Domino's strives for operational efficiency at each branch. According to Domino's Information System Department Senior Specialist Mr. Kotaro Nakanishi, "Our goal is providing services so that customers are satisfied. If we could make office work at each branch more efficient using web services, each employee would be able to be more focused on directly contributing to improve customer services."

When Domino's first installed their POS systems, the POS server was connected to the main office via a special line, thus reducing the need for special security measures. Therefore, Windows Defender, the anti-malware component to Windows OS, was what the company turned to as their traditional AV software. However, due to the high level of web service traffic for branch operations and the increased connection to the internet from each server, it became clear that an upgrade was required.

The POS servers at Domino's are the core systems of each branch and control the process of pizza ordering, preparation, delivery and sales. If by chance a system failure occurs, there is some possibility that all functions at the branch would be completely stopped. Mr. Nakanishi stresses the importance of their POS software: "After increasing the use of web services at each branch, the role of the POS server changed. And we strongly realized the importance and urgency of having the best possible endpoint protection platform from this change."

Domino's

INDUSTRY
Retail

COMPANY SIZE
10,000+ employees

SECURITY CHALLENGES
Insufficient traditional AV
Critical need to protect POS systems

PRODUCT
VMware Carbon Black Cloud Endpoint Standard

KEY BENEFITS
Zero impact to servers
Visibility through EDR functions

Seeing the value with a cloud-based solution

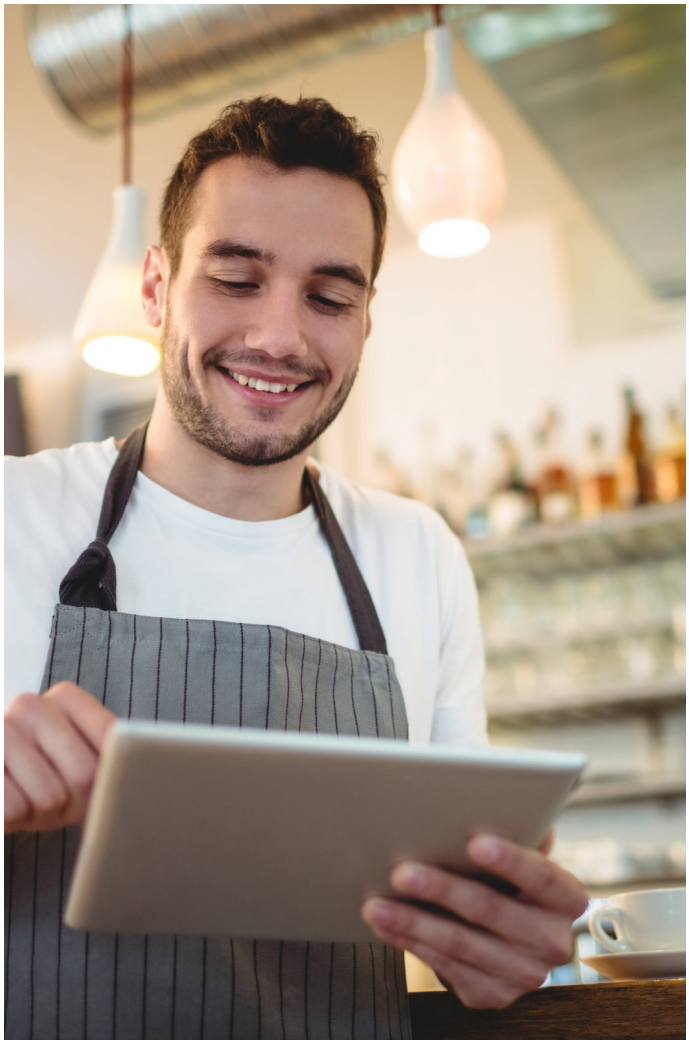
After determining what security enhancements were needed for their POS servers, Domino's compared a variety of vendors to see which best met their needs. Ultimately, they selected VMware Carbon Black for its next-generation antivirus (NGAV) and endpoint detection and response (EDR) functionality. Of all the vendors evaluated, VMware Carbon Black was the most efficient at stopping both malware and non-malware attacks.

> "We strongly realized the importance and urgency of having the best possible endpoint protection platform."
>
> MR. KOTARO NAKANISHI
> INFORMATION SYSTEM DEPARTMENT SENIOR SPECIALIST, DOMINO'S PIZZA JAPAN, INC.

Another major reason Domino's chose VMware Carbon Black was because it is cloud delivered via a single lightweight agent. This meant it wouldn't have any major impact on the POS servers' functionality. Traditional AV products tend to slow down endpoints and negatively impact performance, especially when servers become busy. In the food industry, there are frequent spikes in orders at various times, such as holidays. Domino's couldn't afford to implement something that would compromise the speed of their systems, as this would negatively impact user experience and overall business. To Domino's, identifying root cause is just as important as blocking malicious activity. Carbon Black Cloud Endpoint Standard provides this visibility in a manner that is easy to understand and quickly resolve. Traditional AV can only detect and block malware, whereas Carbon BlackCloud Endpoint Standard visualizes the attack chain and gives in-depth details into the route an attacker attempted to take.

Conclusion

In September 2018, Carbon Black Cloud Endpoint Standard was officially rolled out on 551 POS servers across all Domino's branches. Domino's Pizza Japan is continuously enhancing their endpoint security with VMware Carbon Black. When looking to future enhancements, Mr. Nakanishi plans to extend the integration of Carbon Black Cloud Endpoint Standard to cover additional endpoints, including PCs used by branch managers and other servers operated by Domino's employees.



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