# CASE STUDY
# 2024

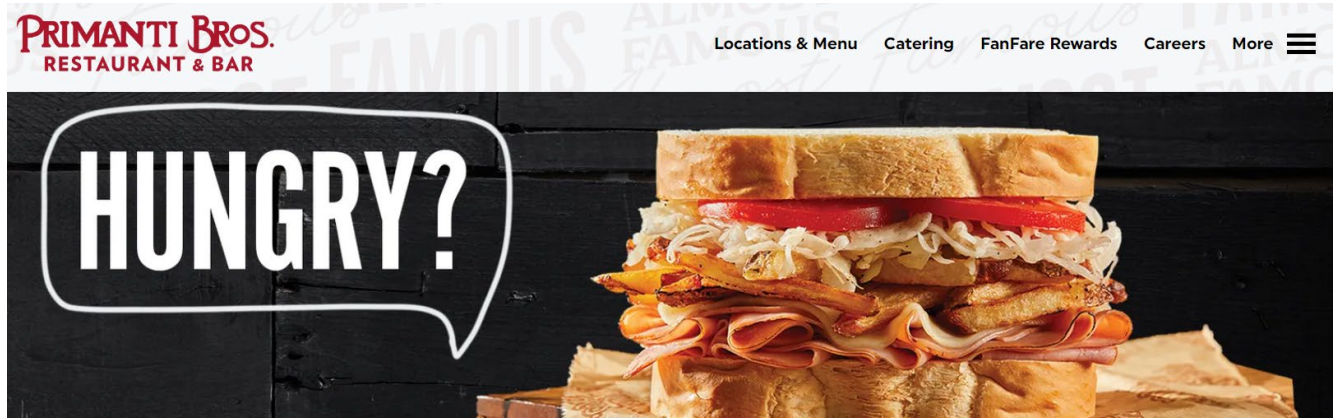**BACON UNLIMITED + PRIMANTI BROS.**

bacon
unlimited

# CLIENT SUMMARY

Primanti Bros. is a Pittsburgh icon, with 42 locations in the northeast U.S. and plans to expand to new states. The chain started during the Great Depression with a sandwich cart and has since earned a James Beard Foundation Award as one of "America's Classic" restaurants.



# CHALLENGE

The Primanti IT team was having issues managing their POS systems with included software tools, some of which were antiquated and unreliable. The remote control function wasn't very intuitive to use and would often disconnect for no reason.

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"Sometimes, you had to sit there for 10 minutes trying to reconnect to the same computer. It's frustrating to add more time to the smallest tasks, and we're not just talking about our time, there are also other people affected," said Ian Ferguson IT Systems Analyst. Jerome Bitz, Director of Technology added, "I knew there was a need to find something else but working around PCI (Payment Card Industry Data Security Standard) compliance is tough."

PCI compliance refers to a set of security standards that businesses must use when accepting credit card payments. These standards involve encryption, firewalls, keeping antivirus software updated and restricting cardholder data access. Also, the POS system locks down many functions in Windows

in order to promote security, often requiring someone onsite if there was an issue that needed to be fixed by the IT team.

## SOLUTION—BACON UNLIMITED!

As they began exploring their options, they knew that reliability and security would be key in whatever they chose. They also wanted a modern tool, built with modern software. "I looked at probably three different tools and got some recommendations for other products, but they either didn't have the security we required, or the feature set that Bacon did," said Bitz.

Ferguson added that in his role he handles a lot of the day-to-day support for the restaurants, and for him, having a cross-platform tool with remote control was key. "We had just finished installing Bacon and I was remoting in with our old software, sharing my screen, and I kept getting booted off. I told him, 'Hey, this is a new tool for us, but let me try this out,' and there were zero issues," he said.

## RESULTS

Thus far, the Primanti team has been very happy with Bacon. "This is going to be great for us, long term. With Bacon, we can do a lot of tasks en masse and not have to worry that something isn't patched or doesn't have the latest update or whether this one system isn't PCI compliant—it's now all there in front of me to see at a snap!" Bitz said.

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Bacon helps the POS computers at each restaurant location stay compliant by ensuring the antivirus is updated—and alerting the team if it's not—monitoring critical services, and proactively patching third-party applications, among other things. With role-based access, Bacon can also limit who has access to customer information.

Home office computers, which are not part of the POS system, can also get the benefits of the security-first Bacon, but because they are not as locked down as the POS computers, can be treated as a separate group with different needs.

Ferguson now rarely has to go to individual restaurants, but instead uses the remote control feature within Bacon. "I can keep up with patching. I like being able to easily see all the installed software and uninstall it if I need to," he said. "I also love the sorting! I can group computers together and tag them so I can easily search for a particular machine. It's an efficiency thing and it's really going to help us out as we grow."■

**bacon unlimited**