Schnucks

Schnuck Markets secures an innovative advantage with Palo Alto Networks
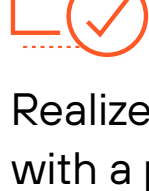

paloalto
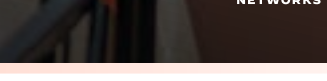
RESULTS

Scaling security and streamlining costs.

>1M
Threats blocked in 30 days.

>300
Malware attacks prevented in a year with Cortex XDR.

Significant savings
Realized by replacing point solutions with a platform approach.

Family-owned Schnuck Markets has experienced its share of success over eight decades of business and now has 114 stores across four Midwestern states. The St. Louis-based enterprise is driven primarily by its overarching mission—to nourish people's lives. Now recognized as a leader in the industry, the company was named "the most innovative grocer in America" by Forbes. Schnucks' IT and security teams play a key role in contributing to this "innovative grocer" label. Platformizing with Palo Alto Networks, Schnucks not only strengthened IT security and optimized operations but also built a foundation that enabled this transformation.

CHALLENGE

Modern security strategy required new tools.

A decade ago, Schnucks leadership set out to develop a proactive, risk-based IT security strategy to protect the business and create quality experiences for customers. "We needed the people, process and technology to detect issues and respond right away," says Vice President and Chief Information Security Officer Joey Smith.

In a financial environment requiring disciplined budgets and lean teams, the company's legacy tools posed a myriad of challenges. The team saw an opportunity to:

- Optimize and streamline the security stack.
- Increase visibility into the company's endpoints, network and IoT devices.
- Improve detection and protection against unknown threats.
- Eliminate disruptive, expensive security incidents that diminished trust.
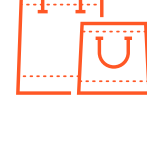
Path to platformization

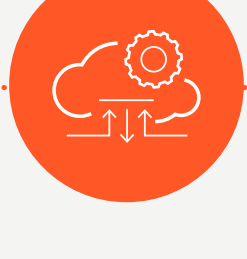| Securing corporate offices, storefronts and warehouses	IoT visibility and control	Endpoint security with extended detection and response	Incident response and cyber risk expertise	Cloud-native application protection platform
Next-Generation Firewalls with Cloud-Delivered Security Services	IoT Security — Devices such as shelf-scanning robots, smart refrigerators and Electronic Shelf Labels (ESLs)	Cortex XDR — Replacing legacy AV software and preventing business disruptions	Unit 42 Retainer — Experts on call to handle any cybersecurity event	Prisma Cloud — Holistic visibility into cloud security posture with data security at every layer

---

SOLUTION

Platformizing with a trusted partner.

Schnucks started its journey with Palo Alto Networks by replacing routers in its corporate offices, warehouses and storefronts with PA-Series Next-Generation Firewalls, delivering routing and security in one solution and blocking over 1 million threats in just 30 days. "The Palo Alto Networks Next-Generation Firewall is the perfect device for advanced networking and security in a single, lightweight box," shares Marc Marien, Director of InfoSec and Network Engineering. "It even gives us 5G backup for added resiliency."

The company then looked to build on this foundation by adding Cloud-Delivered Security Services for additional security treatment, in particular IoT Security for centralized visibility and control of IoT devices. Cortex XDR came next to replace legacy AV software for AI-powered endpoint security with extended detection and response. The solution prevents the vast majority of threats automatically, then pulls data from endpoints, network and cloud environments into a single data lake for streamlined detection, which is key to scale a small team.

Preventing attacks before they happen

Palo Alto Networks solutions enabled Schnucks to strengthen protection against cyberthreats across the business while maintaining strong performance. Leveraging Cortex XDR, the team is projecting prevention of more than 300 malware attacks in a year, including attacks from known malicious actors such as Scattered Spider. Security incidents requiring costly remediation are a thing of the past, and the team can sleep at night knowing systems are safe. "Instead of being a disruption, we're now able to strike the right balance between securing our assets and enabling the business to succeed, which has helped us to earn the trust of our end users," notes Mike Kissel, Director of Information Technology.

IoT Security was also crucial in Schnucks getting a handle on newly connected devices brought on as part of digital transformation initiatives like Tally, the shelf-scanning robot deployed at over 100 locations. "Not only does the service instantly identify all devices connected to the network and its security posture, it also provides best practices on how to remediate devices that are at risk," adds Chris Savala, Director of Information Security.

>1M
Threats blocked in just 30 days.

300
Malware attacks prevented in a year.

> "We're a small team, so I need them to know one solution and know it well. With Palo Alto Networks, we can sunset point solutions and roll them into a consolidated platform for more efficient operations and cost savings."
>
> Joey Smith, Vice President and Chief Information Security Officer, Schnuck Markets

---

Maximizing investments and boosting efficiency

With Palo Alto Networks, Schnucks has consolidated multiple point solutions, saving a significant percentage of their annual budget and streamlining operations. Taking a unified platform approach has been essential to keeping the business running as budgets tighten across the retail grocery industry. Additionally, the ability to pull data from the company's network, IoT devices, cloud and endpoints into centralized interfaces makes it easy to detect threats organization-wide and troubleshoot issues quickly so the team can stay efficient.

Preparing for the next wave of growth

Moving forward, Schnucks is focused on increasing cloud adoption to give the business a platform to innovate without limits. The next step is to operationalize Prisma Cloud to enhance the visibility and protections of the organization's critical assets in the cloud. Prisma Cloud offers threat detection, vulnerability management, runtime protection and data security, all delivered from a single platform for holistic visibility into Schnucks' cloud security posture.

The company also purchased a Unit 42 Retainer to have incident response experts on hand should an incident occur. This team can immediately assess the severity of an incident and give Schnucks a remediation playbook using Palo Alto Networks solutions that are already deployed. "Partnering with an instant response firm that knows the tools and knows us inside and out is a huge advantage for speed to recovery—and peace of mind," Smith confirms.

Building success on a foundation of trust.

Together, Schnuck Markets and Palo Alto Networks have built a long-term partnership based on trust. That relationship has empowered Smith's team to build trust internally as well. In the past, business users and internal developers perceived security measures as a barrier to performance. Now they see the security team as transformation partners. As Schnucks continues to offer customers excellent experiences and deliver new levels of innovation, the company benefits from a positive brand image among customers and the public.

Find out more about how Palo Alto Networks best-in-class solutions can improve networking and security for your organization. Learn more about Next-Generation Firewalls, IoT Security, Cortex XDR, Prisma Cloud and Unit 42.

> "With Palo Alto Networks, we get world-class information security. But the real value is rooted in the relationship. They show up because they want us to win. And we win together."
>
> Joey Smith
> Vice President and Chief Information Security Officer
> Schnuck Markets