



Customer Story

Global Food Chain Secures Every Byte and Achieves PCI Compliance

A leading global restaurant group operates thousands of locations worldwide and is committed to delivering exceptional dining experiences. At the same time, it prioritizes safeguarding customer data and maintaining strict regulatory compliance.

In 2025, it embarked on a transformative journey to build a robust data security program anchored in PCI 4.0 DSS compliance and comprehensive data protection.

After facing challenges with previous vendors, the organization partnered with Forcepoint to secure sensitive data across its enterprise and restaurant locations.

Customer Profile:

- › A global dining group that delivers memorable experiences, offers innovative menus, and maintains a commitment to guest hospitality.

Industry:

- › Food and Beverage

HQ :

- › Texas

Product(s):

- › **Forcepoint Data Security Posture Management (DSPM)**
- › **Forcepoint Data Discovery and Response (DDR)**
- › **Forcepoint DLP Endpoint**

From Compliance Pressure to Data Confidence: The Challenges Faced

The organization faced a series of critical challenges as it sought to modernize its data security posture and achieve PCI DSS 4.0 compliance across global operations. It needed to identify, classify, and protect sensitive data, including PCI and PII, whether at rest, in motion, or in use. This required a solution capable of delivering deep visibility and control across a highly distributed infrastructure. Addressing this need aligns with PCI DSS 4.0's shift toward continuous monitoring and ongoing visibility into sensitive data, rather than point-in-time audits.

One of the most pressing concerns was the ability to block data exfiltration through endpoint channels, a vulnerability that posed significant risk to both customer trust and regulatory standing. The organization also required automated file classification and labeling to streamline governance and reduce manual overhead. As new technologies were explored, securing sensitive data within GenAI environments emerged as a strategic priority, ensuring innovation could proceed without compromising compliance.

Forcepoint's data protection suite addressed these challenges head-on. Through DSPM, DDR and DLP Endpoint, the organization gained the tools to identify, monitor, and control PCI and other sensitive data across its ecosystem. This not only supported compliance goals but also helped mitigate the risk of financial loss, reputational damage, and legal exposure. Forcepoint provided the visibility and evidence needed to demonstrate ongoing control effectiveness, strengthening audit readiness under PCI DSS 4.0.

In addition to risk reduction, Forcepoint's solutions delivered measurable ROI by enabling the organization to identify and eliminate Redundant, Obsolete and Trivial (ROT) data, as well as duplicates. This allowed informed decisions about what data to retain in on-prem and cloud environments, ultimately saving hundreds of thousands of dollars in storage costs while reducing exposure from unnecessary file retention.

"We needed more than just compliance, we needed clarity, control and confidence in how our data is handled. Forcepoint gave us all three."

SECURITY TEAM AT GLOBAL RESTAURANT GROUP

The data protection initiative was driven by several pressing challenges:

- Achieving PCI DSS 4.0 compliance across all restaurant systems
- Demonstrate ongoing control effectiveness to support audit readiness
- Identifying, classifying, and securing PCI, PII, and other sensitive data at rest, in motion, and in use
- Preventing data exfiltration via endpoint channels
- Automatically labeling classified files to streamline governance
- Securing sensitive data in GenAI environments



The Forcepoint Advantage: A Unified Approach to Data Security Across the Enterprise

Forcepoint's integrated data security suite is comprised of DSPM, DDR, and DLP Endpoint. This security suite was selected to comprehensively address the organization's data lifecycle challenges. The solution also included enhanced support and custom services tailored to its unique environment for more than 10,000 users.

Forcepoint distinguished itself from competitors like Cyera, Cyberhaven, Netrix and Microsoft by offering a unified platform that aligned with the organization's technical, operational, and compliance goals.

One of the most critical capabilities was Forcepoint's ability to help map and classify sensitive data, particularly credit card and PCI-related information, across a highly distributed infrastructure. This visibility was essential to achieving PCI DSS 4.0 compliance and building a resilient data governance framework.

Equally important was the ability to enforce granular DLP policies that prevent sensitive data from leaving the organization. Forcepoint's solutions provided real-time protection across endpoints, helping mitigate the risk of data exfiltration and maintain control over critical information assets. The platform's ability to secure data at rest, in motion and in use gave the organization confidence to manage sensitive data across its entire ecosystem.

The organization also valued Forcepoint's seamless integration with GenAI workflows, which allowed innovation to proceed securely while maintaining strict oversight of sensitive data inputs and outputs. Additionally, Forcepoint's tools enabled the identification and elimination of redundant, obsolete,

and trivial (ROT) data, as well as duplicates. This reduced risk exposure and unlocked significant cost savings in both on-prem and cloud storage environments.

"Forcepoint's ability to secure data in motion, at rest and in use was a game-changer. We finally have visibility and control."

SECURITY TEAM AT GLOBAL RESTAURANT GROUP

Key differentiators that set Forcepoint apart from competitors like Cyera, Cyberhaven, Netrix, and Microsoft included:

- Ability to map and classify PCI data across distributed environments
- Enforcement of granular DLP policies to prevent data leakage
- Seamless integration with GenAI workflows for secure innovation
- ROI through identification and elimination of ROT (redundant, obsolete, trivial) and duplicate data—saving hundreds of thousands in storage costs environments
- Securing sensitive data in GenAI environments



Beyond Compliance: A Vision for Scalable, Intelligent Data Security

With Forcepoint's solutions deployed, the organization is well on its way to achieving PCI 4.0 DSS compliance and building a resilient data security posture. The partnership has already delivered measurable business impact, reducing risk exposure and optimizing data storage.

Looking ahead, the organization plans to expand its data security strategy to include broader AI governance and deeper analytics across its enterprise. The goal is to create a proactive security culture that not only protects data but enables innovation.

"This isn't just about compliance, it's about building trust with our guests and empowering our teams to innovate securely"

SECURITY TEAM AT GLOBAL RESTAURANT GROUP

