

# New IT Solutions for a Global Restaurant Chain

## Overview

An Italian Mediterranean menu is the focus of Romano's Macaroni Grill (RMG), the restaurant chain that boasts more than 200 restaurants worldwide. The first Macaroni Grill was founded by Texas restaurateur Philip J. Romano in the late 1980s and the initial concept was a success; in 1989, Brinker International bought the franchise rights. In late 2008, Brinker sold off a majority stake in the chain to Golden Gate Capital. Following the divestiture, IT staff had a blank slate in front of them for implementing and deploying new systems.

## The Challenge

### The Need for Centralized Web Content Filtering

Romano's Macaroni Grill has a decentralized network with WAN connections from the main data center in a facility located in Orlando, Fla. to each restaurant, as well as to a restaurant support center. Active Directory manages authentication for every user in the company and is driven by their HRIS system, Real Time HR.

With Brinker International selling off a majority stake in 2008, the company was no longer dependent on the IT set-up of their parent company. The Romano's Macaroni Grill IT department manages more than 200 workstations and 1000 POS devices for 14,000 employees and needed a centralized Web content filtering solution.

### Creating a Safer Internet Experience

"We wanted to make sure inappropriate sites were blocked for HR purposes, while time and bandwidth wasters were blocked for infrastructure reasons," explained Drew Stafford, part of RMG's IT team. "We also wanted to block any malware items through other means than just local antivirus or the firewall based IPS systems to give us a better defense and in-depth approach."

## The Solution

Deploying OpenDNS Professional across every location of Romano's Macaroni Grill gave the global restaurant chain the cloud-based Web content filtering and security they were looking for.

Previously, there wasn't any content filtering across RMG locations — which meant that everything from adware to social networks to adult content could be accessed without an issue. And while other options were investigated, including a Juniper UTM, OpenDNS Professional's appliance-free, cloud-based option was the right choice for RMG.

Stafford knew OpenDNS would work for what Romano's Macaroni Grill required. "I had used OpenDNS in the past and was happy with the service and management," he said. "It fit the gap we had for a content filter."

### How It Works

As a Web content filtering solution, OpenDNS offers 57 categories to choose from. Blocking access to websites in P2P/filesharing and video streaming categories can help reduce bandwidth on a network. System Administrators can also block a variety of websites that are inappropriate, including adult, pornographic, drug-related, weapons and general timewasters. Blocking adult content ensures that RMG is protecting itself against potential HR issues, while stopping access to P2P/Filesharing websites frees up valuable bandwidth for work-related purposes.



Website: [www.macaronigrill.com](http://www.macaronigrill.com)  
Industry: International Retail Chain

### The Challenge

Centralized Web content filtering across more than 200 locations of a national restaurant chain to protect against inappropriate content and general time-wasting.

### The Solution

Deploying OpenDNS Professional across every location; updating content filtering is as simple as signing into a website and choosing which categories to filter.

### OpenDNS Professional & Global Retail Chains

When there are 10, 100, 1,000 different locations on the ground, installing an application at each isn't cost effective — or realistic. OpenDNS is cloud-based, and seamlessly scales from one location to 1,000. There's no need for on-site management, since changes can be made and deployed from anywhere there's Internet access.

## Managed in the Cloud

Unlike traditional Web content filtering solutions like WebSense and BlueCoat, OpenDNS Professional is cloud-based. Romano's Macaroni Grill didn't need to set up an appliance at each location, nor did they need to install any software. OpenDNS Professional can be deployed in minutes — all without setting foot into a physical location. Settings up and managing OpenDNS Professional is as simple as signing in to OpenDNS.com, making managing multi-location networks like Romano's Macaroni Grill simple; being on-site isn't a requirement for making a change.

"We are saving bandwidth, limiting security exposure, and also keeping administration and software licensing costs down," said Stafford.

## About OpenDNS

OpenDNS is the world's leading provider of Internet navigation and security services that make networks safer, faster, smarter and more reliable. Through DNS resolution, cloud-based Web content filtering and security services, OpenDNS empowers millions of households, schools and businesses to control how users navigate the Internet on their network, while dramatically increasing the network's overall performance and reliability.

**For more information please visit:**  
[www.opendns.com](http://www.opendns.com)



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OpenDNS is the world's leading provider of Internet security and DNS services, enabling the world to connect to the Internet with confidence on any device, anywhere, anytime. OpenDNS provides millions of businesses, schools and households with a safer, faster and more intelligent Internet experience by protecting them from malicious Web threats and providing them control over how users navigate the Internet while dramatically increasing the network's overall performance and reliability. **For more information about OpenDNS, please visit:** [www.opendns.com](http://www.opendns.com).