



CASE STUDY Internal Security Assessor (ISA) Training



THE COMPANY

Cafe Rio Mexican Grill

215 N. Admiral Byrd Rd. Ste 100 • Salt Lake City, UT 84116

Cafe Rio is an award-winning, casual restaurant chain prominent in the Western United States, serving a variety of fresh Mexican-style recipes. Started in 1997, the company was purchased in 2004 and has expanded to 68 restaurants in 11 states.

THE PRACTITIONER

Adam Griffith

- Manager of Operations Systems
- 4 years in current position



Adam previously worked for Radiant Systems (now a part of NCR) as a consultant for their hospitality division of software products. Moving onto Cafe Rio Mexican Grill, Adam leads the development of innovative systems that ensure customers have a great dining experience. All the restaurant systems analytics, development, deployment and security roll up under his team. Adam has implemented systems and procedures that have taken the company from 20 stores when he started, to 68 today.

THE OUTCOME

The training around network configuration and monitoring requirements provided an immediate benefit in helping to implement new systems appropriately.

Real Experience. Real Benefits.

No one tells our story better than our training participants themselves. Here's what Adam had to say...

Why did you choose to get training through the Council?

After doing research on available courses, it made the most sense to go directly to the PCI Council for the training. Being the issuing body, I thought the Council would be able to provide the best information on how to adapt to the increasing need for security in our business.

How does this training benefit you – and your company?

Being a fast growing company we're always looking to stay in front of security requirements. Cafe Rio is approaching level 1 merchant designation and I wanted to get the in-house PCI knowledge that would help us be better prepared for having a Report on Compliance prepared by a QSA. The PCI ISA training was an excellent way to learn how to incorporate the extensive PCI requirements into our everyday business. It's given us immediate credibility with our processor and has made the process of working hand-in-hand with our external auditors much easier, too.

How have you applied what you learned in this course, in your job?

I use the knowledge from the training daily. With almost 75% of our payments in our restaurants being credit cards, we wanted to make sure our customers and our business is well protected. The ISA training has allowed us proactively look at our business and procedures and adjust them to incorporate the current PCI standards. The ISA qualification also has given me added credibility in the organization to make the changes necessary to be PCI compliant.

If you had to pick one best thing about the training, what would that be?

During the two-day course, I had the chance to interact directly with the instructor during breaks and ask specific questions pertinent to my business. I also met a number of people across different industries and got to compare our PCI efforts. It's always great to meet other industry professionals and learn from their experiences.

Do you feel the training was worthwhile?

Yes and I would absolutely recommend it! It has saved us countless hours of internal rework and saved us billable hours with our external auditors. The payoff is quick and easily apparent.

**Maximize Knowledge.
Minimize Risk.**

For more information about our Internal Security Assessor (ISA) training – or any of our other PCI training and qualification courses, please call: +1-781-876-6222 or visit: www.pcisecuritystandards.org/training.