

## CASE STUDY: REMOTE CONTROL

# Liquor Control Board of Ontario Securely Manages Point Of Sale Systems With Netop Remote Control

Learn how one of Canada's largest retailers meets security standards with a remote support solution from Netop that provides centrally managed security, authentication and authorization for point of sale systems.

The Liquor Control Board of Ontario (LCBO) is a provincial government enterprise employing approximately 7,000 people with more than 600 stores across Ontario supplied by five regional distribution centers. Managing more than 18,000 products available to Ontario consumers, LCBO has been awarded the most prestigious awards in the retail industry including Innovative Retailer of the Year, Socially Responsible Retailer of the Year and Outstanding Business of the Year.

### Challenge

A government enterprise, the Liquor Control Board of Ontario (LCBO) is also one of the province's largest retailers, with more than 7,000 employees working at 612 stores spanning 412,000 square miles. It is also a major revenue producer for the province, with sales of \$4.3 billion dollars in 2009-10 and a dividend of \$1.41 billion that helps the government pay for health care, education, social programs, infrastructure and other important government services.

### Solution

Netop Remote Control gives the LCBO one interface for remotely supporting its point-of-sale systems and PCs across its more than 600 stores. Featuring industry-leading encryption and the most comprehensive security system available today, Netop Remote Control allows the team to delete files, upload new files and change system settings with the confidence that their remote sessions will be safe from unauthorized access.

Once the decision was made to adopt Netop Remote Control, the implementation process across the LCBO's network of stores was very straightforward. Using Netop Security Server module for Active Directory integration, the LCBO set up the entire necessary user groups for its stores and operations. Netop Security Service allows the team to centrally manage security, authentication and authorization of all remote-control users in all remote sessions. The

***"We can trust that all of the data we transmit remotely is safe and secure."***

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software's intensive logging or screen recording allows them to see exactly what happened during a remote-control session, putting them in full control of who can do what, where and when. It was important for the LCBO to be able to set up different levels of access for different employees, and with Netop Security Server and the Active Directory integration, this process was "seamless and secure."

### Benefits of Using Remote Control

- PCI compliant remote control
- Highly secure remote access
- Multiple levels of authentication
- Centralized administration of users
- Documentation of all remote sessions

Once Netop Remote Control was set up on the back end, the group then faced the challenge of installing the software on nearly 1,300 PCs and over 600 point-of-sale terminals at geographically disparate stores. To do that in person would likely have taken more than a year.

They used an automated MSI deployment package to install the software at all of the province's liquor stores, sending a package of software to each one, for a store employee to install. Deployment could have been done in a single day, but the team spread it across a week for quality assurance purposes. The result: In every single instance, the process went off without a hitch. They said, "It never failed."

### About the Liquor Control Board of Ontario

The LCBO has received some 200 awards for staff training and development, store design, marketing, innovative retailing, corporate communications and social responsibility. A survey of nearly 1,000 readers of Canadian Business magazine named the LCBO one of the top 10 best managed brands in Canada and a Corporate Reputation Study, conducted by an independent survey company, placed the LCBO 15 out of the top 100 companies in Ontario.

