

RC Willey Home Furnishings Trusts the NetWitness Platform and NetWitness Professional Services to Protect Its Retail Empire

Combination of Network Detection and Response Technology and Professional Services Shields a Complex IT Environment



Few retailers in the U.S. have a heritage as long or as rich as RC Willey Home Furnishings. Founded in 1932, the retailer has served communities in Utah, Nevada, Idaho, and California, providing furnishings, appliances, electronics, flooring, mattresses, and more to generations of consumers. RC Willey is also somewhat unique in that it offers a customer credit card for which the company carries all the accounts. In a way, RC Willey is both a retailer and a financial institution.

This blended approach to customer service and convenience means that RC Willey also has a distinctive IT infrastructure. Customers can shop or manage their accounts in store or online, so the organization must protect a variety of data at all times across its busy network.

Will Kriews, network administrator and security analyst for RC Willey, is best positioned to understand everything happening on the network. "I split my time between my network administrative and security responsibilities, so I likely have the best view of how our networks are performing at any given point. It's critical to our business that our networking capabilities are healthy and secure," says Kriews.

More than meets the eye

RC Willey has had the NetWitness Platform in place since 2016, and implemented it at the time for its forensics capabilities. However, Kriews quickly found that it offered much greater benefits than simply being able to look back in time at incidents. He uses the NetWitness Platform primarily to monitor logs and packets on RC Willey's network. "The platform is a powerful tool 'out of the box,' but like so many data center technologies, it takes time and effort to tune it to the environment," Kriews notes.



“The moment we had it properly tuned is when the platform went from being a tool to being a solution.”

Optimizing the NetWitness Platform to the company’s needs unlocked real-time visibility, advanced insights, and the ability to take action when needed. It also gave Kriews the ability to threat hunt and chase down active and potentially damaging threats. But Kriews was not alone in his journey to tune the platform for RC Willey’s needs. “At first, we were getting far more alerts than we could investigate, so I brought in the NetWitness Professional Services team to help adjust how the platform captures data and provides insight. Now we’re only seeing the most important things happening on our systems – it works exactly the way we need it to,” says Kriews.

Partnering with Professional Services

Kriews did not stop using NetWitness Professional Services once the platform was properly optimized. In fact, Kriews finds that the wide range of areas where the Professional Services team contributes helps maintain a robust security posture.

“I work closely with the Professional Services team on a regular basis. We implement content updates, version upgrades, do system health and wellness checks, and over the next year I’ll be working with the PS team to expand our threat hunting efforts. Having this additional team of experts has taken how we use the platform to a new level.”

Ongoing education unlocks capabilities

Outside of Professional Services, Kriews highly recommends that other users invest the time and energy into ongoing education and training. NetWitness offers a long list of courses designed to help cybersecurity personnel make the most use the NetWitness Platform.

“My best advice is to do the training,” Kriews explains. “That’s how you get the best understanding of how the platform works and its full capabilities. I found through the training that the NetWitness Platform is the most powerful and customizable technology in our data center. If you take the training, you’ll be able to see everything you need with the NetWitness Platform.”

About NetWitness

NetWitness, an RSA® Business, provides comprehensive and highly scalable threat detection and response capabilities for organizations around the world. The NetWitness Platform delivers complete visibility combined with applied threat intelligence and user behavior analytics to detect, prioritize, investigate threats, and automate response. This empowers security analysts to be more efficient and stay ahead of business-impacting threats. For more information, go to netwitness.com.

The Industry

Retail and Financial Services

The Challenge

This legacy brand’s blended environment requires special visibility and insight, and the ability to take action to protect company and customer data.

The Solution

- NetWitness Platform
- NetWitness Professional Services
- NetWitness Education Services

Why It’s Working

Having the team invest in Professional Services and added training means that the NetWitness Platform is tuned precisely to how RC Willey needs it, delivering high levels of visibility.