

## INSTAKEY SECURITY SYSTEMS

## Improving Fuel Dispenser Credit-Card Information Security

**D**ue to emerging concerns surrounding credit-card data theft and tampering, Susser Holdings Corporation needed a new security solution. On one level they needed to upgrade or replace their fuel dispensers to meet current regulations, but they also needed an improved physical security lock that controlled personnel access.



In March 2011 at the SPECS (store planning, equipment, construction, and facilities services) convention in Grapevine, Texas, Craig Scotton, Susser Holdings senior director of petroleum services, found InstaKey Security Systems' KeyControl™ program to utilize for their Stripes® convenience store locations.

At Susser Holdings' request, Petroleum Solutions, a Houston-based fuel management distributor, was already researching new lock technology for these fuel dispenser upgrades. Upon review of InstaKey's KeyControl program, "We felt this was the most cost-effective and secure solution available," said Mike Vegeais, director of business development.

With InstaKey's KeyControl program, the key blanks themselves are only available through highly controlled licensed distribution channels and not available on the open market. Each key blank is individually serial numbered and tracked from the first day of production, through all key issuances, and until the day it is deactivated by the enduser. InstaKey's patented SecurityRecords.com™ Internet-accessible software tracks the key-holder assignment history for real-time accessibility. The database also provides rekeying exception and key compliance reporting that can be managed by the customer's operations, facilities, and security departments, or any InstaKey representative.

Petroleum Solutions and InstaKey Security Systems personnel worked in conjunction to develop, coordinate, and install the new rekeyable cabinet lock technology during each dispenser's encrypted PIN pad upgrade. Also, in order to provide a simple single-key solution, Susser Holdings elected to have a corporate grand master key for all locations, vendors to



receive master keys for specific geographic areas, and key alike all fuel dispensers by location.

In lost, stolen, or unaccounted for key situations, InstaKey's lock hardware technology enables immediate rekeying of locks up to twelve times on-site by store personnel. This technology also allows independent rekeying between the store, area master, and corporate grand master key levels. "The customer now can rekey only at the level of the misplaced key without replacing all keys," says Vegeais.

By InstaKey offering a revolutionary rekeying technology, fuel supervisors now have a cost-effective solution that can resolve company-wide rekeying costs when a key is compromised. By tracking all of the key-holder information, Stripes locations can also quickly audit and/or rekey in a fraction of the time it used to take to change out all the locks.

"We were very pleased to see these two vendors work in conjunction for us on this project," said Craig Scotton, senior director of petroleum services, Susser Holdings. ■

SUSSER HOLDINGS—Corpus Christi, Texas, based Susser Holdings Corporation is a third-generation, family-led business with approximately 1,100 company-operated or contracted locations. The company operates over 540 convenience stores in Texas, New Mexico, and Oklahoma under the Stripes banner. Restaurant service is available in more than 325 of its stores, primarily under the proprietary Laredo Taco Company brand. The company also supplies branded motor fuel to over 560 independent dealers through its wholesale fuel division.