



▶ **WORLD CLASS HOTEL GROUP REQUIRES
WORLD CLASS IT SECURITY SOLUTION**



TRANSPORT, TRAVEL & LEISURE

- No. of employees: 450



The InterContinental Hotels Group (IHG) operates more than 4,700 hotels in almost 100 countries around the world.

With around 380 guest rooms, unrivalled facilities for business travellers and a city centre location close to the Kenyan Parliament and International Convention Centre, the InterContinental in Nairobi is IHG's flagship hotel in East Africa.

380

guest rooms

10

spaces for meetings,
conferences and exhibitions

470

employees

Challenge

InterContinental Hotels and Resorts is IHG's luxury brand, located in key cities and resort destinations in more than 60 countries worldwide. Guests staying at the InterContinental Nairobi expect superior service, outstanding facilities and, crucially for its many business visitors, access to the latest IT, combined with consistent and reliable Internet connectivity.

Maintaining IHG's reputation for excellence and delivering a luxurious and stress free experience for guests is a constant challenge for hotel management and staff. It is IT Manager Anthony Njogu's responsibility to ensure that the hotel's extensive IT services are operating smoothly – both for staff and guests. The hotel is fully operational 24/7, with staff working shifts, adding to the pressure on IT systems and infrastructure.

There are 200 workstations, 15 servers and multiple devices in constant use with many risks and vulnerabilities, arising from the transmission of confidential documents and email, to the security issues associated with the processing of credit card payments.



SECURE

The Kaspersky package has almost eliminated damaging virus infections and is protecting all aspects of the hotel's IT for staff and guests



FLEXIBLE

Comprehensive training and management tools are enabling IT staff to both protect systems and infrastructure – and focus on service improvements and innovations



COST

By ensuring that IT systems and infrastructure are well protected, the hotel is ensuring that customer satisfaction remains high – vital for profitability



CONTROL

Centralised remote monitoring enables IT staff to spot trends and anticipate problems – and take the necessary preventative action

But as recently as 2013 Anthony was aware that the hotel's existing IT security arrangements were not providing either the necessary protection against virus attacks or the level of visibility and control essential to maintain fully operational systems and services for staff and guests alike.

The Kaspersky solution

A visit to an IT conference led to a meeting with Nairobi-based Kaspersky Gold Partner, Ariel Technology. Ariel's CEO and Lead Consultant, John Munyiri, visited Anthony at the InterContinental to understand in detail the hotel's technology and systems - and the appropriate level of security required to ensure that IT security arrangements matched the high standards demanded in all other areas of the hotel's operations.

Ariel recommended a comprehensive package of Kaspersky's multi-layered IT security solutions, including advanced anti-malware, data encryption and endpoint controls. Vulnerability scanning, web and device controls, and centralised systems management and tools were added to the specification.

Ariel then facilitated a free trial of the solution software to enable Anthony and his colleagues to assess its ease of use, and its potential impact on the business.

Anthony Njogu explains: "I was extremely impressed both with Ariel's commitment to us and the quality of the Kaspersky solution. They were training us as the solution was being demonstrated during the trial, which gave us a lot of confidence. So there was already a high level of trust in place, making it quite easy for us to take the decision to proceed with the Ariel and Kaspersky combination."

Kaspersky quality and performance results in roll out throughout hotel group

"My meeting with Ariel came about through good fortune – and that good fortune has been an absolute godsend," says Anthony Njogu, an IT professional with 15 years' experience in the hospitality industry.

"Overall the solution has had a hugely positive impact. Everything we do in the hotel is focussed on our customers and providing everything that they need during their stay with us. We have a reputation that we must protect.

"My colleagues who are heads of departments tell me that their teams are much more productive now and many of the difficulties we had before have been eliminated. We all play our part in ensuring that the hotel runs smoothly and it is very pleasing for me personally to be assisting my colleagues to do their jobs, without having IT security problems getting in their way.

"It was not unusual for me to get a call from the hotel at 1am or 2am reporting a problem – now we can concentrate on making improvements and innovations to our service, rather than constantly dealing with problems.



200

Workstations protected

15

Servers protected

2

Networks protected

“The Anti-Virus protection covers everything – the web, files and removable storage. We can monitor and track where attacks are coming from and take the necessary steps remotely to protect our networks, rather than being unprotected and dealing manually with every single device or PC that had been affected.

“Folders and files are now encrypted to keep confidential business information safe and we are now looking closely at rolling out mobile security and mobile device management.

“The solution was set up very well with a very intense period of training to make sure that we get the best results. Ariel has also helped us to develop our own policies too to control the way we use our IT and how to access and distribute information safely.

“I am impressed with the way the elements of the Kaspersky solution are so well blended together. It’s clear that a lot of thought and planning has gone into the development of the suite – it’s not just a hotchpotch of solutions thrown together.

“I attended an IHG IT Managers’ conference in Dubai recently and I was not surprised to hear from my colleagues that many of them are now moving to Kaspersky,” concludes Anthony.

“I am impressed with the way the elements of the Kaspersky solution are so well blended together. It’s clear that a lot of thought and planning has gone into the development of the suite.”

Anthony Njogu, IT Manager,
InterContinental Hotel, Nairobi



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