

Protection Against Advanced Persistent Email Threats, Phishing Attacks for Best Western Hotels & Resorts

Email-related Attacks: A Serious and Growing Threat to Businesses in the Hospitality Industry

Because the hospitality industry requires so much information to process customer transactions — including addresses, phone numbers, emails, credit card details, etc. -- security is a major concern in the hospitality industry. Hotels are the target of a myriad of data breaches and cyber attacks, which can have devastating consequences for these businesses. For instance, Marriott recently experienced an astronomical data breach, which compromised the personal information of 500 million guests. As a result of the high degree of risk that email-related attacks pose to businesses in the hospitality industry,



“Again, you are a class act and, in my career, it’s rare that the founder of a company is also a skilled architect and able to assist on such difficult issues where so many others have failed. Again, you did a great service to correct errors in our views and I at least know that well, having worked with you for close to two decades.”

Sheldon Huey

Senior Engineer
Best Western Hotels & Resorts

effective email security is a necessity for these companies and yet most don’t employ the top email security solutions available.

Best Western Hotels & Resorts, with over 4,100 hotels and motels worldwide and more than 1,400 corporate users, recognized the importance of investing in a top-notch email security solution early on. They were looking for an advanced email security gateway that would provide comprehensive protection against the sophisticated and evolving email threat landscape. Additionally, the prominent hospitality brand wanted a fully-managed solution with exceptional customer support, which would provide them with the convenience they needed to focus on optimally running their business without having to worry about the security of their email accounts.

Next-Generation Open-Source Email Security

Prior to beginning their 18-year relationship with Guardian Digital, Best Western Hotels & Resorts was relying on Symantec to secure their email. Operations managers were extremely dissatisfied with Symantec’s solution from the beginning. The system wasn’t effective in protecting their users and keeping their business email up and running without interruption. Moreover, they needed a state-of-the-art cloud-based email security gateway to replace their outdated on-premise appliances. They also required a solution that provided a greater level of visibility into its operations. For many reasons, Guardian Digital EnGarde Cloud Email Security was exactly what they had been searching for. Enterprise Email Operations Managers loved the advantages that an open-source email security solution offered compared to proprietary alternatives in terms of security, reliability, flexibility and cost-effectiveness. Managers were convinced that Guardian Digital’s unrivaled open-source email security solution was the obvious answer to address their security concerns. Two decades later, Best Western Hotels & Resorts could not be more satisfied with their decision to switch to Guardian Digital.



Challenges

- » On-premise appliances were ineffective in protecting users and were not being updated quickly enough
- » Lack of knowledge about email security
- » Lack of time to devote to managing the security of business email accounts

Requirements

- » An email security solution that prioritizes visibility and accessibility
- » A solution that ensures that business email not be interrupted
- » A highly reliable, secure, and cost effective open-source email security gateway
- » Exceptional customer support

Solutions

- » EnGarde Cloud Email Security: Control Email Usage and Eliminate Spam
- » Managed Services: Monitor Email and Network Activities, Troubleshoot and Resolve Technical Incidents
- » Premium Engineering Services: Flexibility to customize EnGarde to specifically fit the demands of the corporation

Results

- » Quick resolution to issues or inquiries
- » Increased productivity due to uninterrupted email traffic and the reduction of spam email
- » Elimination of phishing and BEC attacks

Exceptional Engineering for Customized Protection

Guardian Digital has worked with this highly-successful organization to create a customized solution that provides executives with special protection developed specifically for them. This protection is designed to provide an increased level of security as a result of executives' involvement. Recently, Guardian Digital was able to assist Best Western Hotels & Resorts in correcting a difficult configuration issue with their email, for which the company was extremely grateful. "Even after nearly two decades Guardian Digital continues to impress me with their industry expertise, attentiveness and genuine caring for the safety of our business. Recently, the company's Founder and CEO, Dave Wreski, helped me troubleshoot a difficult configuration issue with our email, and even took the time to explain to me what was causing the problem. As a company that relies greatly on our brand image and client trust, I am forever grateful that Guardian Digital has our back," proclaims Sheldon Huey, Senior Engineer, Best Western Hotels & Resorts.

