



**COMBINING  
QUALITY, CONTROL  
AND CONFIDENCE**

**KASPERSKY** lab

# JJW HOTELS IS AN AWARD-WINNING HOSPITALITY, HOTEL AND LEISURE BUSINESS WITH A PORTFOLIO INCLUDING SOME OF THE MOST PRESTIGIOUS PROPERTIES IN EUROPE.



## Transport, Travel & Leisure

- *Established in 1988*
- *Europe and the Middle East*
- *Using Kaspersky Endpoint Security for Business Select*

It is part of the \$9 billion MBI International group of companies, which includes real estate and oil businesses and operations across Europe, the Middle East and the United States. The jewels in the JJW crown include the Grand Hotel in Vienna, four luxury hotels close to the iconic Champs-Elysees in Paris, The Scotsman in Edinburgh and five-star golf and leisure complexes in Portugal and the Cote d'Azur.

### Challenge

JJW has an international reputation for the quality of its hotels and resorts and the exemplary service it provides for its guests.

To maintain its high standards, it is essential that its IT systems and infrastructure operate smoothly and seamlessly, enabling staff to take bookings, to check guests in and out without delay and to ensure that all operations run efficiently and cost effectively.

Of paramount importance is the need to maintain the absolute security of guests' confidential personal and credit card details, and the hotel's commercially sensitive corporate data.



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*“Because our mission is to deliver an hotel group fully align with the vision of our Leader Mohsen Al Jaber, Vice Chairman. A complete secure and 360° solution was imperative for us to include on the IT Transformation initiated by November 2015.”*

**Paulo Ferreira, Group IT Director, JJW Hotels & Resorts (MBI Holding)**

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But Tiago Reis, Group IT Infrastructure Manager, JJW Hotels & Resorts (MBI Holding) was concerned about the performance of the IT security software on JJW Hotel’s servers and workstations. He felt that they were vulnerable to attack and his efforts to understand the full scope and scale of the risk were being compromised by a lack of information. It was difficult to access reports about the existing solution’s performance and managers were unable to control employees’ access to potentially risky applications and web pages.

Tiago Reis said “To ensure that our hotels and our guests were properly protected I gave instructions to all of the main players in the marketplace, inviting them to respond to our requirements with their best solutions and proposals.

“It was clear that Kaspersky Lab could do everything that we needed and with a really nice price too. There were cheaper bids but their quality was not as good as Kaspersky Lab’s. We read the industry reports and testimonials of businesses using Kaspersky Lab, and the combination of these things gave us the confidence to go ahead with Kaspersky Lab.”

### **The Kaspersky Lab solution**

Centrally managed in Portugal the Kaspersky Lab platform is providing IT security visibility at all 40 hotels on one central console. At the same time, local hotel management are able to see what’s happening on their own machines and devices too, but with ultimate control of the estate as a whole held at JJW’s headquarters in the Algarve.

Tiago Reis added “The Kaspersky Lab platform provides a full suite of protection, for our servers, workstations, tablets, laptops and mobile devices. We are now getting so much information, some that we didn’t know existed!

“We have been able to fine tune the solution to meet our specific needs and this process will continue. We can see what users are accessing and the technology is doing its job very well, identifying potential attacks and stopping them before they become a problem.



## **SECURE**

*Protection from ransomware delivers business confidence*



## **CONTROL**

*Confidential guest and corporate data protected*



## **MOBILE**

*All mobile devices controlled and protected*



## **PERFORMANCE**

*Renewed confidence frees time for strategic, high value work*



## **GLOBAL**

*40 properties across four European countries and the Middle East*

# 40

Properties

# 1,500

Licenses



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We are a Kaspersky Gold Partner with many years of experience implementing the excellent Kaspersky security products on medium to large customers with global presence.

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**MOST TESTED\***  
**MOST AWARDED\***  
**KASPERSKY LAB**  
**PROTECTION**

\*kaspersky.com/top3



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*"We are now able to really fully protect our company with Kaspersky Lab, which is something we couldn't say with confidence before."*

**Tiago Reis, Group IT Infrastructure Manager, MBI International**

"We have experienced ransomware attacks in the past and we lost information – now we have Kaspersky Lab we can identify the threat and control it.

"The system is saving us a lot of time and money too. If our systems are not running we cannot provide our services, but now employees can concentrate on helping our guests rather than worrying about our IT.

"Since we installed Kaspersky Lab we have not had any problems from ransomware or other attacks. We have confidence in it, so we keep an eye on it and work on it when we need to but otherwise we can forget about it and get on with our jobs.

"We have set controls and policies on what our employees are doing to minimize risk - it is so easy to create the policy, apply the policy and edit the policy - all our activity is now covered by policies."

JJW Hotels also worked with Liderlink Business Solutions, a Kaspersky Lab partner with lots of experience of endpoint security deployments in Portugal, to ensure that the company achieved the very best from the solution and maximized its performance.

### **Adding additional features**

"Once we have the solution tuned exactly as we want it, we plan to access some additional features which we feel are important for us," says Tiago Reis.

"In particular we want to install Kaspersky Lab's encryption technology on our hard drives, for an added layer of protection.

"We have a close relationship with the Kaspersky Lab team here in Portugal, they're always available to help us, the support is great, we send them an email and they respond with a solution, not just a work around. The solution is working very well – it has taken a weight off my shoulders!

"Before Kaspersky Lab it was a concern for me that I couldn't provide the information and the reassurance that my management colleagues needed about our level of protection. Now I can report on performance and any issues very easily, without having to dig for the information and I can devote time to other security developments and projects.

"With the success of Kaspersky Lab for JJW Hotels, we now plan to deploy Kaspersky Lab across our entire group, so that all of our businesses can enjoy the same level of protection – and the benefits that delivers."

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