



Customer Profile

Solution Summary

Industry
Hospitality

Challenge
Provide Virtual Private Network (VPN) access to sensitive information as well as connectivity with the Internet.

Solution
VeriSign Intelligence and Control Services for Network Security, including Managed Firewall and Virtual Private Network (VPN)

Results

- VeriSign provides constant monitoring of network activity, and is able to anticipate network breaches before they occur
- VeriSign staff performed all of the necessary installation, leaving Hyatt International free to focus on its core business
- VeriSign's services proved to be highly reliable

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Hyatt International

Creating a secure private network connecting hotels around the world

When companies expand, and their offices reach farther across the globe, they need to establish systems that allow close collaboration while maintaining strict security. Hyatt International, operator of 90 hotels across the globe, wanted to set up a system that would allow each hotel to connect with the Local Area Network (LAN) of the central office in the United States. However, the company was concerned that Internet connectivity would pose a risk to the sensitive customer information stored in the central office. Though Hyatt International provided guests with Internet access, the company needed to establish a separate Internet connection for its business offices, as well as a secure connection to the central LAN. Facing this challenge, Hyatt International turned to VeriSign, Inc. for Intelligence and Control Services.

A Secure Channel

VeriSign's Security Intelligence & Control(SM) Services combine solid security measures with sophisticated, real-time monitoring, and the company has a considerable amount of experience in this area. VeriSign runs the DNS (Domain Name System) servers for the entire .com and .net domains, and operates two of world's 13 root DNS servers that keep the Internet up and running. In addition, VeriSign closely monitors all 13 root DNS servers for suspicious activity, gaining a firsthand glimpse into the overall health of the Internet.

For Hyatt International, VeriSign provided its Managed Firewall Service, which included the implementation and management of multiple firewalls, and its Managed Virtual Private Network (VPN) service, linking Hyatt International's globally dispersed offices. Together, these services allowed Hyatt International to provide carefully restricted access to the central office LAN as well as secure access to the Internet.

Mark Retnam, director of global communications technology at Hyatt International, appreciated the expertise that VeriSign staff demonstrated. VeriSign security engineers and program managers ensure that each VPN and firewall device is thoroughly tested in a secure staging area prior to deployment. After installation, security engineers scan the network to make sure that the optimal security policies are in place. VeriSign then provides ongoing network management, evaluating and modifying VPN configurations, installing the necessary patches, and processing the additions, changes, and deletions of VPN users. Hyatt International began by connecting the corporate headquarters in Chicago to hotels in South America and the Middle East, and plans to connect hotels in Hong Kong, Shanghai, Singapore, and Mexico City by the end of 2004.

Expert Monitoring

Retnam said that he was extremely impressed with VeriSign's monitoring capabilities. "Hyatt International chose VeriSign because of the unique intelligence they gather from operating two of the Internet DNS root servers. We can leverage that knowledge to help us react appropriately to security threats." Retnam especially appreciates that the ongoing management of Hyatt International's firewalls and VPN is left entirely to VeriSign. "Managing a firewall and network security is a full-time job," says Retnam, "And we just don't have the resources or expertise to provide those functions in-house. VeriSign provides a needed level of comfort, because they keep a vigilant eye on our network, and they have the knowledge to intervene when necessary."

A Solid Foundation

Retnam says that the network performs well, providing quick, seamless connectivity between the Hyatt International offices and the Internet. Retnam also appreciates how quickly VeriSign implemented the system. "We just didn't have enough hours in the day to help with installation," Retnam explains. "But VeriSign coordinated the entire project so we could concentrate on our usual work." Most importantly, however, Retnam feels confident in the reliability of VeriSign's services.

A True Partner

Because of the ongoing network management that VeriSign performs, Retnam considers VeriSign to be more than simply a provider of firewalls or VPNs. "Our partnership with VeriSign will likely go on for a long time," says Retnam. "In time, we plan to connect all of our hotels using VeriSign's services."

"VeriSign is a company that truly knows security, a company that we can rely on."

Mark Retnam
Director of global communications
technology
Hyatt International

