



Abba hotels keep their information secure and accessible

Customer Profile

Abba Hotels is a Spanish urban hotel chain. It now has 24 centers in some of Europe's best-known cities

Industry

Hotels & Restaurants

Challenges

Every day risk of malware attacks due to the fact that hundreds of people connect to their corporate networks from the hotels using their own computers and flash drives that might contain malware.

Kaspersky Lab Solution

Kaspersky Enterprise Space Security

Results

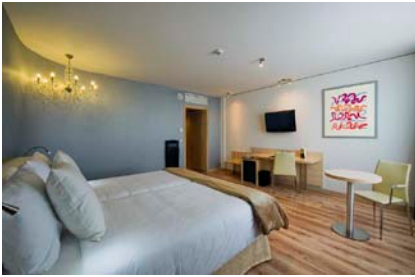
- Virus and malware incidents have reduced from 40% to barely 5%
- substantial improvement in the detection of malware
- Savings made by installation of the Kaspersky Lab solution
- technicians have been able to dedicate their time to other matters
- reduction in support costs

Abba Hotels is a Spanish urban hotel chain. Established 10 years ago, it now has 24 centers in some of Europe's best-known cities. The hotel chain's philosophy is to offer its clients unique and attentive service that incorporates access to new technologies and the Internet. That is why it is essential that Abba Hotels has a security solution in place that protects both the hotel chain's own data, as well as that of their customers when they go online.

The Security Challenge

Many of Abba Hotels' customers are executives on business trips, and who, during their stay, need somewhere where they can work safely, as if they were in their own office. That is why Abba Hotels provides Wi-Fi in all of its centers, desks in the rooms, a business centre and meeting rooms, etc. Thus security is essential, as every day, hundreds of people connect to their corporate networks from the hotels and many of them are using their own computers and flash drives that might contain malware. In fact, it was the popularity of the hotel group's accessible infrastructure with their guests that made malware infections an all-too-frequent occurrence. Abba Hotels has 24 centers, with an estimated total of 250 devices running on Windows operating systems. Moreover, there are 30 more devices in the main office and 20 servers in their data center.

Two years ago, the hotel group decided to use an antivirus solution from a well-known developer to protect their workstations and servers. However, the results were unsatisfactory and the organization's technical staff had to fight hard against an increased number of infections and system attacks. José María Serra, Systems Director of Abba Hotels remarks, "We found ourselves in a situation where virus and malware incident rates were so increased that approximately 40% of our technical support staff's time was being spent on this type of problem. For this reason, we were searching for an alternative solution in order to free up this manpower and eliminate the constant danger to our devices".



“Virus and malware incidents have reduced from 40% to barely 5%, and as a result, our technicians have been able to dedicate their time to other matters. There has therefore been a reduction in support costs, in addition to a very significant improvement in the protection of our systems.”

José María Serra,
Systems Director of Abba Hotels



CASE STUDY | Abba Hotels

The Solution

The solution was to change the security system, and after having analyzed different products, Abba Hotels chose Kaspersky Lab's Enterprise Space Security. “Due to the number of incidents with the previous provider, and after having carried out various tests on machines which had been infected in the support laboratory, we decided on the Kaspersky Lab solution”, continues José María Serra.

During the three phases of the project – installation of the main console, uninstallation of the previous antivirus solution and launch of the product – 400 Kaspersky Enterprise Space Security licenses were successfully implemented, covering 100% of Abba Hotels' devices and servers.

The transfer to the new system was very smooth, despite the fact that uninstalling the previous product had to be performed individually on each piece of equipment. The project also included technical-level training for Abba Hotels' staff regarding infrastructure and security. However, no specific training was necessary for the users. “An information and use guide detailing the program's alerts was sent to users”, states José María Serra.

The Results

In addition to a substantial improvement in the detection of malware, José María Serra also underlines the savings which have been made by the installation of the Kaspersky Lab solution. “Virus and malware incidents have reduced from 40% to barely 5%, and as a result, our technicians have been able to dedicate their time to other matters. There has therefore been a reduction in support costs, in addition to a very significant improvement in the protection of our systems”, he added.

Since the Kaspersky Lab Enterprise Space Security solution has been installed, Abba Hotels has managed to protect its workstations, mobile devices and archiving and email servers against every type of threat, preventing system-wide infections and keeping the hotel's information completely secure and accessible to its users.