



CASE STUDY

IMPROVING SECURITY OF INTERNAL COMMUNICATIONS

Bridging Global Platforms

EXECUTE

THE BUSINESS CHALLENGE

Our client, one of the world's largest hotel companies, needed help to improve communication across the organization. Operating and maintaining more than 3,500 franchise and owner-operated hotels and resorts across nearly 100 countries and territories required constant communication by e-mail. **However, due to recent acquisitions, the company continued to operate on two disparate e-mail systems.**

As the company had grown through acquisition, two core communications systems were leveraged to absorb the e-mail systems and communication activity of the acquired organizations. Maintaining two communications platforms had been a conscious and successful strategy. Yet as the company expanded, no attempt was made to establish direct connectivity between the two systems.

For much of its existence, the limitation was acceptable. However, **when the company achieved global status, the limitation became a liability.** Not being able to communicate internally forced management at all levels to share sensitive and proprietary data via the Internet, which created a very real security risk for the company. With additional acquisitions scheduled, the company needed to address the issue of e-mail data exchange, while at the same time standardizing the internal e-mail platforms.

AGSI'S HIGH-LEVERAGE SOLUTION

AGSI analyzed the client's two current systems. Our analysis revealed that an interim step was possible: the communication **issues could be resolved by developing a secure bridge between the systems.** AGSI then led a joint effort with the company to decide on a more comprehensive solution.

Using a structured development methodology, AGSI developed, tested and implemented the interim secure bridge. The impact of the bridge was immediate. Virtually all users in both company systems had secure e-mail access to all other company users.

VALUE TO THE ENTERPRISE

Shortly after the implementation of the secure bridge between e-mail systems, the company compared the financial and operational impact of the secure bridge against an extended effort for a more comprehensive solution. **The company came to the conclusion that AGSI's interim step met all requirements and adopted it as a final solution.**

IN BRIEF

CLIENT:

Global Hotel Company

ENGAGEMENT:

Communication Application Security

CHALLENGE:

Resolve connectivity and security issues related to dual internal communication platforms, in face of major upcoming acquisitions

OUTCOME:

Interim secure bridge between platforms was designed and implemented, performing so well it became the final solution