



The sharp eye of cybersec

Success Stories: The Case for a Chain of Luxury Leisure Hotels

Overview

A chain of luxury leisure hotels with a strong presence in the Caribbean was in the process of expanding operations and opening new resorts throughout the area by executing M&A strategies.

Its internal IT department was small, fragmented and overworked and could not suitably face the demanding and complex cybersecurity challenges that the board requested of them.

Problem

Several of its hotels started experiencing what appeared to be disguised attacks through their e-mail accounts hosted in the cloud.

End points were using Office 365 and their security logs detected a series of abnormal log-in attempts and phishing attacks.

Solution

The chain reached out to our team for support. After several days of collaboration between our offense and defense team we were able to develop a two-phase strategy:

Phase #1 would determine the root-cause of the problem by conducting a risk assessment on their on-premise systems. Our team successfully identified the source of the problem and discovered that its internal active directory's attack surface was vulnerable to a variety of attacks. This could explain the apparent compromise of the domain controllers and the massive theft of credentials that were trying to be used in the cloud attack.

Phase #2 consisted of our Service Contract: partnering with the customer to correct the root-cause of the cybersecurity problem, and along the way, implement a stronger defensive architecture to strengthen their detection and response capabilities.

Outcome

Our customer has now found the right balance between high-valued cybersecurity investments and a safer digital working environment. This way, resources are allocated wisely towards its core business, expanding to new markets, increasing its market-share, making tourists and visitors happy and most importantly, generating returns to its investors.